

Hearing Aid Return Policy

Summary: We are providing policy requirements in regards to billing codes, dispensing and reimbursing for hearing aid trial rental periods.

✦ **What this means to you:** Please follow the below practices for hearing aid trial rental periods.

What billing codes do I use for dispensing hearing aids?

Please continue billing the Health Care Common Procedure Code (HCPC) for the hearing aid and HCPC code with the Rental (RR) modifier when the hearing aid is dispensed. Please use the following list of audiology hearing aid codes: V5030 – V5080, V5120 – V5150, V5170 – V5190, V5210, V5220 – V5230, V5242 – V5261.

What if the member returns the hearing aid?

Should the member return the hearing aid during the one month trial rental period, reimbursement will be made for rental of the hearing aid and ear mold only. Reimbursement for the hearing aid *purchase* is an overpayment. Providers should complete and submit Amerigroup's **OVERPAYMENT REFUND NOTIFICATION FORM** and attach a refund check for the amount of the overpayment.

What if the member keeps the hearing aid?

When the member keeps the hearing aid, you will retain the reimbursement for the trial rental period.

What if I need assistance?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.