

CHILDREN'S HEARING AID PROGRAM (CHAP) UCA 26-10-11

FAQs

REV 6:070115

FAQ for Participants:

1. Q: *What is CHAP?*

A: CHAP is the "Children's Hearing Aid Program". With the House sponsorship of Representative Becky Edwards and the Senate sponsorship of Senator Aaron Osmond, a special law (UCA 26-10-11) was put into place within the Utah Department of Health to provide hearing aids to qualifying children under six years of age who have hearing loss. CHAP's mission is to provide early access to hearing aids for hearing impaired infants and young children of financially eligible families, in order to maximize their communication and learning potentials.

For more information, please go to:

health.utah.gov/CHAP

2. Q: *How do I know if my child is financially eligible for the program?*

A: Your family must be at or below 300 percent of the federal poverty level (<http://www.familiesusa.org/resources/tools-for-advocates/guides/federal-poverty-guidelines.html>). Please refer to the *CSHCN FINANCIAL FORM FOR CHAP* for further details.

3. Q: *I think my child qualifies. How do I start the process?*

A: Participating pediatric audiologists have the appropriate application materials to begin the application process and can assist you in determining your child's eligibility to participate in the CHAP program. The applications are also online and can be found at: health.utah.gov/CHAP. **Please note that all application materials must be signed and submitted by the audiologist.** Your application must be postmarked or received by UDOH prior to your child's sixth birthday.

4. Q: *How do I find a licensed audiologist with pediatric expertise who has information about this program?*

A: A list of providers can be found by contacting Utah Department of Health Early Hearing Detection and Intervention (EHDI) program at (801) 584-8215 or by visiting the EHDI-PALS website at the following address: www.ehdi-pals.org

5. Q: *What if my child is older than six years of age?*

A: Children who are age six or older do not qualify for this program.

6. Q: *My child recently turned six years old and I just heard about this program. Can I still apply?*

A: No. The CHAP program benefits are limited to children under the age of six years even if the child's sixth birthday was very recent.

7. Q: *How many times can my child receive hearing aids from this program?*
A: Your child is eligible to receive **one set** of hearing aids (for the right and left ear). If your child received a set of hearing aids from the CHAP program, but needs a second set prior to turning age six, your child is no longer eligible under the CHAP program.
8. Q: *My child needs a hearing aid for just one ear. Can I obtain two hearing aids for that ear?*
A: No. Eligible children will receive one hearing aid per ear under the CHAP program benefits.
9. Q: *Will I be reimbursed for other hearing aid-related services and products?*
A: No. The CHAP program covers the costs associated with the purchase and fitting associated with one set of hearing aids for bilateral hearing loss and one hearing aid for unilateral hearing loss. CHAP also covers the costs of ear molds for the period of one year. All other associated purchases (e.g., batteries, battery tester, cleaning tools, FM systems) are not covered under the CHAP program. Additionally, ear molds after the first year are not covered under the CHAP program.
10. Q: *What do I do if I receive a bill from my audiologist for the hearing aids, fitting fees, or earmolds?*
A: You should not be billed for any portion of costs associated with the purchase of hearing aids, initial fitting fees, and the cost of ear molds for the first year of CHAP participation. Please contact your audiologist to clarify if a mistake has been made if you feel you are being billed incorrectly.
11. Q: *After receiving the hearing aids, if they are not working properly or if I have any questions, whom should I call?*
A: Please call the audiologist who fit the hearing aids.
12. Q: *What is the Early Intervention requirement?*
A: If your child is under three years of age, enrollment and active participation in an Early Intervention program is required by CHAP.
13. Q: *If I don't have an early intervention provider, whom should I call?*
A: Your audiologist can guide you to early intervention services. You can also contact the following for a list of early intervention services in your area:
- Utah Baby Watch at (801) 584-8226 (<http://www.utahbabywatch.org>)
 - Utah Department of Health Children's Hearing and Speech Services (801) 584-8215
 - Utah School for the Deaf and Blind (801) 629-4700 (www.usdb.org)
14. Q: *Once I apply for CHAP, when will I be notified of eligibility?*
A: Your audiologist will be notified of eligibility usually within two weeks of receipt of the complete application.
15. Q: *My child is not a Utah resident. Can my child still participate in this program?*
A: No. Your child must be a Utah resident to participate in this program.

16. Q: *I just recently purchased hearing aids for my child. Can I obtain another set of hearing aids from the CHAP program for my child to have for future use?*
A: No. This program is limited to children who do not own hearing aids or their current hearing aids are not appropriate.
17. Q: *What documentation can I use for verification of age and Utah residency?*
A: Child's birth certificate, current utility bill, passport, or other similar documents.
18. Q: *What are my obligations to CHAP?*
A: 1) I agree to maintain routine and appropriate Audiological follow-up for my child while hearing aids are provided by CHAP. 2) While/if my child is under three years of age, I agree to enroll my child and actively participate in a Part C Early Intervention Program. 3) I agree to return the hearing aids to the Utah Department of Health for their Hearing Aid Recycling Program (HARP) if possible, when they are no longer necessary or appropriate for my child. 4) I agree to complete CHAP surveys whenever requested.