

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

FAQs

REV 6/9/20

FAQ for Audiologists:

1. Q: *What special qualifications do I need to participate in the CHAP program?*
A: You must be a licensed audiologist with pediatric expertise and have the ability to complete real-ear measurements obtained either via probe microphone or measured RECDs with S-REM. (See *Utah Recommended Audiological Assessment and Amplification Protocol* - www.infanthearing.org/stateguidelines/Utah/ut_audiology_protocols.doc).
2. Q: *I don't have real-ear measurement capabilities. Could I still qualify as a participating provider?*
A: No. Because real-ear measurements are considered best practice, they must be included to participate in this program.
3. Q: *Who do I call if I have questions about my eligibility, or my patient's eligibility to participate?*
A: Please contact Jenny Pedersen, CHAP coordinator at jpedersen@utah.gov, or (801) 273-6600 or e-mail CHAP@utah.gov.
4. Q: *How do I initiate the process?*
A: Submit 1) *MANAGING AUDIOLOGIST APPLICATION*, 2) *PARTICIPANT APPLICATION*, 3) statement of medical clearance, 4) a current audiogram with bone conduction and/or immittance information, 5) the *CSHCN FINANCIAL FORM FOR CHAP*, 6) insurance denial or copy of insurance exclusions section, and 7) if under age of three, confirmation of early intervention services to EHDI by fax, e-mail, or posted mail as indicated on the Audiologist application. Contact information is below.
5. Q: *After receiving confirmation that my patient has been approved to participate in the CHAP program, what do I do next?*
A: First notify the family that they have been approved to participate in the program. Proceed with ordering approved instrumentation and earmold(s) and complete the hearing aid fitting. Then submit 1) the *PAYMENT REQUEST COVER SHEET*, 2) the hearing aid invoice, 3) the earmold invoice and 4) real-ear measurements from the hearing aid(s) fitting to the Utah Department of Health by fax, e-mail, or posted mail. Contact information is below.
6. Q: *How long will it take for me to get reimbursed?*
A: Typically, you will receive payment within 30 days.
7. Q: *I am a hearing aid dispenser. Can I participate in this program?*
A: No. You must be a licensed audiologist.

8. Q: *I am a licensed audiologist that works at a school district and cannot purchase hearing aids, how can I participate in this program?*
A: You can have another audiologist or hearing aid dispenser purchase the hearing aids. They will be reimbursed for the hearing aids plus 40% of the invoice for their time. You can then proceed to fit the hearing aids. When submitting the application, it does not matter whose name is on the audiologist application. However, the person receiving the reimbursement, must be the one to submit the payment request as that is where the payment will be sent.
9. Q: *I am a licensed audiologist, but I am not a Utah resident. Can I serve as the managing audiologist in this program?*
A: Yes. However, the child must be a resident of Utah.
10. Q: *What documentation must I review for verification of age and Utah residency?*
A: Child's birth certificate, current utility bill, passport, or other similar documents.
11. Q: *What if during the first year, through an appeal process or other means, partial or full insurance reimbursement is received for the child's hearing aid(s)?*
A: Any reimbursement from third party payer, whether partial or full, should be paid to CHAP.
12. Q: *What are my reporting obligations to the CHAP program?*
A: 1) I agree to provide a fitting report, including real ear measures. 2) I agree to provide a one-year follow-up report reflecting progress and outcomes. 3) I agree to complete CHAP surveys whenever requested.

CONTACT INFORMATION:

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