

Start Hearing Owner Application Process Documents

The Start Hearing Owner Application must be completed in its entirety and returned with all necessary supporting documents before any professional credentialing applications associated with the owner's business can be processed and approved. Page 2 of the Start Hearing Owner Application lists all the supporting documentation required before the credentialing process can begin. Please refer to the list below for explanations of the requested information.

- **Primary Billing Information**

- All payments and remits will be sent to this location.
- Include an email for the owner, which will be used for owner-specific communication.
- Include billing and credentialing contact information if different from the owner.
- Organizational NPI. If the owner does not have an organizational NPI, they can obtain one by going to <https://nppes.cms.hhs.gov/#/>
 - There is only one exception to an office needing an Organizational NPI – if the business is operated as an individual entity – i.e., as a Sole Proprietor, meaning the owner is the only provider with no intention of hiring another provider – the Owner can then use their Individual NPI as the Organizational NPI too.

- **Business Owner Attestation and Disclosure**

- Must be signed by the Owner.

- **Facility Application (Dispensing Location)**

- This page must be filled out for each office where patients will be seen, even if it is the same as the Billing office information. An organization may submit a roster if it contains all the information covered on the Facility Application. This is in lieu of completing the Facility Application multiple times.
- Indicate whether aids will be shipped to this office. If not, give the address where aids are to be sent.

- **Professional Application (Providers)**

- This page must be filled out for each providers who will be seeing patients (including the owner if they are a provider). An organization may submit a roster if it contains all the information covered on the Professional Application. This is in lieu of completing the Professional Application multiple times.
- We have partnered with CAQH to help with the Professional Profiles for credentialing. Hearing Instrument Specialist and Audiologist will need to have SH Professional Application and go to the CAQH website to either create or update their CAQH Profile at . There is a CAQH Profile User Guide on the website to help, if needed. Please note that in addition to setting up the CAQH Profile, professionals should be attesting to their information every 120 days on the site.

- **Direct Deposit Form**

- This is the only optional page in the application but completing it is *highly* encouraged.
- At the time an office receives a direct deposit, they will also receive an email stating that
 - a deposit was made to their account
 - the amount of the deposit
 - the patient that the payment should be applied toward. There may be multiple patients in the same direct deposit transaction and each patient, along with their respective payment, will be listed in the email.
- The remittance email will be sent to the email address on the direct deposit form.

- **W-9**
 - Only list the Social Security Number (SSN) if the owner is using their SSN instead of a Tax Identification Number (TIN), which would only be the case when the owner is a Sole Proprietor.
 - Must be signed by the owner.
- **Network Provider Agreement**
 - Must be signed by the owner.

OTHER DOCUMENTS

- **Business Licenses (if applicable)**
 - Includes any city, county or state business licenses required by the city, county or state, where the business is located, in order to do business. Not all cities, counties, and/or states require business licenses. If not required, this may be skipped.
- **Certificate of Professional Liability Insurance**
 - Minimum coverage limits are \$1 million per occurrence/\$3 million in aggregate. Professional liability minimum requirements are set by payer contracts, not by Start Hearing.
 - Professional Liability Insurance coverage is different than Business Liability or General Liability Insurance coverage; however, Professional Liability Insurance coverage may be listed as part of either of those two insurance coverage policies.
 - If the Professional Liability Insurance coverage is within the General Liability or Business Liability Insurance coverage, the insurance agent providing the coverage should include a note in the description box of the policy document. The description might read, for example: "Professional Liability Insurance coverage is included within these policy limits."
 - An umbrella policy designed to satisfy the minimum required coverage is acceptable, as long as Professional Liability Insurance is included within the coverage limits. The policy number may be the same for both coverages.
 - When Professional Liability Insurance is carried by the owner, all providers credentialed with the owner's business must be covered and listed under their policy.
 - If the owner does not have Professional Liability Insurance coverage for their providers, then each individual provider credentialed with the owner's business must carry their own Professional Liability Insurance policy. All Professional Liability Insurance requirements still apply.

All information should be scanned and emailed to credentialing@starthearing.com The completed application must be received within 180 days of signing the Provider Agreement. Any questions can be directed to Start Hearing's credentialing team at (800) 510-4194.