



Reminder: Partnership for Hearing Aid Benefits and Audiology Network

Currently, we have a partnership with NationsHearing to administer the hearing aid benefit and audiology network for all HAP and HAP Empowered members. NationsHearing exclusively assists our members in navigating the complex issues surrounding quality hearing care and maintenance, including:

- Hearing tests
- The selection and fitting of hearing aids
- Follow-up care

Provider Network

To provide hearing aid services for HAP and HAP Empowered members, you must participate with the NationsHearing provider network. If you aren't participating and would like to join, contact NationsHearing by:

- Phone: **(800) 921-4559**
- Email: network@nationshearing.com

You can fax information to NationsHearing at **(888) 986-4243**.

Verifying hearing benefit coverage

To confirm hearing benefit coverage for members:

- Log in at **hap.org**
- Select *Member Eligibility*; enter the member ID or name
- Select the member's name (hyperlink) to get *Member Eligibility Details*
- Scroll to *Hearing* section

Prior Authorization

To verify if hearing aid services need prior authorization:

- Log in at **hap.org**
- Select *Quick Links; Procedure Reference Lists*
- Select *Services that Require Prior Authorization List*.

Billing Information

Some codes need to be submitted to NationsHearing; others to HAP. If you submit a code in error, you will receive a denial stating to bill NationsHearing or HAP as appropriate.

The most up-to-date list of codes can be found in the *Services that Require Prior Authorization List*. If you see NationsHearing in the Key column, you need to bill NationsHearing for those codes.