

Hearing Aids FAQs

This sheet is designed to answer questions about the 2022 Value Added Benefit (VAB) for hearing aids. VAB benefits are subject to change and supply limits may apply.

Q: What do providers have to do to be eligible to supply hearing aids?

A: Submit completed Vendor Set Up Form and a copy of their W-9

Q: Will Passport pay for a single hearing aid?

A: Yes

Q: How much does Passport pay for hearing aids?

A: Up to \$900 total for a single hearing aid or a pair of hearing aids

Q: When do providers get paid?

A: After a member receives hearing aids or when hearing aids are ready to be provided to the member, and within 30 days of Passport's receipt of invoice

Q: How do providers get paid?

A: Submit invoice with the required information:

Provider's Name, Complete Address, Phone Number

Date of Invoice

Description of Service

Amount

Member name, DOB, Medicaid ID:

Information may be emailed or faxed:

Email address: KY_VAB_ProviderForms@molinahealthcare.com

Fax #: 800-983-9160

Invoice can be for multiple members with supporting documentation for individual members, Medicaid ID is optional.

Q: How can a provider confirm that a member is eligible and approved for VAB?

A: Providers should call the Provider Services line and select the option for Care Management or send an email to KYVAB@molinahealthcare.com. The member's assigned CM can determine if the member is eligible and, if a CM is not assigned, someone will be assigned to work with the member.

Q: Who does a provider contact with questions?

A: Email KY Provider Relations providerrelations@passporthealthplan.com

- Indicate hearing aid question in the subject line

Q: How does a provider know they have been approved as hearing aid VAB provider?

A: They will be notified with a supplier ID when they are established.

Q: How will provider be informed that direct deposit payment has been made?

A: If there is an email on file, they receive an email late on the day of the payment.
If there is no email on file, no notification is given.

Q: Are all Passport members eligible for this benefit?

A: Members must:

- Have Passport Health Plan by Molina Healthcare **Medicaid** as their primary insurance
- Be enrolled in care management with Passport

Q: How does a member enroll in care management?

A: Providers can fax or email the completed [referral form](#) to Passport at 800-983-9160 or CareManagement_KY@passporthealthplan.com, or call 800-578-0775 and speak to one of our Care Management team members. Members can call the Member Services line at 800-578-0603 to speak to a member of our Care Management team.