

Webinar for Families and Community Partners



**Hearing Aid Coverage
for Children Program**

June 2023

Accessibility

- » **This presentation will be recorded and posted on DHCS' HACCP webpage:**

<https://www.dhcs.ca.gov/services/HACCP/Pages/Families/Resources.aspx>.

- » American Sign Language (ASL) interpretation available within Webex.

- » Live captions are available in English and Spanish at:

https://www.streamtext.net/player?event=230621_DHCS_HACCP_FAM.

HACCP Overview

- » Authority: Budget Act of 2020 and Budget Act of 2022
 - State-only benefit launched July 1, 2021
 - Expanded eligibility effective January 1, 2023

- » Program Implementation:
 - Based on Fee-For-Service (FFS) Medi-Cal coverage of hearing aid-related benefits for the same age group (under 21 years old)
 - Policies and documents incorporate extensive feedback from California Children's Services (CCS) and pediatric audiology stakeholders
 - Online application portal (<https://haccp.dhcs.ca.gov>) and program materials expanding to threshold languages
 - Dedicated support team and provider locator

HACCP Eligibility

- » Children 0-20 years of age
- » Must reside in California
- » Not otherwise eligible for Medi-Cal
 - For children: household income up to 266% of [Federal Poverty Level \(FPL\)](#)
 - For children in San Mateo, San Francisco, and Santa Clara counties (CCHIP counties): up to 322% of FPL
 - Contact your local [County office](#) for more information or [apply on-line at Covered California](#).

HACCP Eligibility

- » Not currently enrolled in CCS for a hearing-related condition
 - To learn more about whether your child may be eligible for CCS, please visit <https://www.dhcs.ca.gov/services/ccs/Pages/qualify.aspx>.
 - CCS eligibility criteria for ear- or mastoid-related conditions: [California Code of Regulations, Title 22, Section 41518](#)
- » Enrollment requires a valid hearing aid prescription or a referral from a medical provider or hearing professional
 - Includes referrals from newborn or school-based hearing screenings
 - Resource: [Provider Referral for Patient Enrollment \(DHCS 8482\)](#)

HACCP Eligibility (Continued)

» Household income under 600% of the federal poverty level (FPL)

Household / Family Size (including parents)	600% FPL (household combined gross income)
1	\$87,480 per year (\$7,290 per month)
2	\$118,320 per year (\$9,860 per month)
3	\$149,160 per year (\$12,430 per month)
4	\$180,000 per year (\$15,000 per month)
Each Additional	Add \$30,840 per year (\$2,570 per month)

HACCP Eligibility (Continued)

» Does not have other health coverage for hearing aids and related services

OR

» Has other health coverage that limits annual benefit for hearing aids to \$1,500 or less

» Documentation options:

- Denial of coverage notice from child's health insurance plan
- Explanation of coverage from child's health insurance plan
- Attestation of no other health insurance/coverage (see application)

Application and Enrollment Process

- » Apply online at <https://haccp.dhcs.ca.gov>
- » Complete the application form on the HACCP webpage:
 - <https://www.dhcs.ca.gov/services/HACCP/Pages/Families/Application-Process.aspx>
 - Available in English and Spanish
- » Mail or fax your application to HACCP. Please be sure to include all required documentation:
 - Household income
 - Existing health coverage (if any)
 - Hearing aid prescription or provider referral
- » Eligibility will be determined within 10 days from receipt of complete application. HACCP will confirm your enrollment status by mail.

HACCP Providers

- » Once enrolled, find a participating provider:
<https://providerca.maximus.com/>
or
- » If your child is already established with a pediatric hearing aid provider, you can ask your current provider whether they are enrolled as a Medi-Cal or CCS provider.
 - Enrolled Fee-For-Service (FFS) Medi-Cal providers may submit claims for covered benefits provided to HACCP clients through the same process they already use for FFS Medi-Cal and CCS.
 - If your provider is not already enrolled in Medi-Cal, they can learn more and apply online: <https://www.dhcs.ca.gov/provgovpart/Pages/PAVE.aspx>

HACCP Providers (Continued)

- » What to bring to your child's first appointment:
 - ❑ HACCP ID card
 - ❑ Health insurance card(s) if your child has other health coverage
 - ❑ Documents from earlier appointments (if any), which may include:
 - Hearing aid prescription signed by your child's otolaryngologist or physician
 - Medical history and examination notes from your child's otolaryngologist, including medical clearance for hearing aids
 - Hearing aid recommendation(s) and audiologic report from your child's previous audiologist
 - ❑ Any other documents requested by your child's enrolled provider

HACCP Covered Benefits

- » Hearing aids, including assistive listening devices (ALDs) and surface-worn bone conduction hearing devices (BCHDs)
 - » Supplies, including ear molds and hearing aid batteries
 - » Medically necessary hearing aid accessories
 - » Hearing aid-related audiology and post-evaluation services
- » Note: Coverage determinations are based on medical necessity. There is no cap on medically necessary, HACCP-covered benefits.

HACCP Covered Benefits (Continued)

- » Specific examples include:
 - Hearing aid assessment
 - Hearing aid (monaural, binaural)
 - Assistive listening device (ALDs)
 - Electroacoustic analysis (EAA)
 - Real ear measurements
 - Minor hearing aid repairs

- » For a more comprehensive list, check DHCS' HACCP Provider Manual at:
<https://files.medi-cal.ca.gov/pubsdoco/publications/masters-mtp/part2/hearaccp.pdf>.

Treatment Authorization Request (TAR) Process

- » Medi-Cal and HACCP use TARs to support appropriate use of covered benefits.

- » Some benefits always require a TAR for medical necessity, while others only require a TAR after a certain quantity.
 - Hearing aids always require an approved TAR.
 - Ear molds only require a TAR if your child needs more than two ear molds at a time, or more than four ear molds per year.

- » DHCS anticipates responding to most TARs within 30 days of receipt.

TAR Supporting Documentation

- » For new hearing aids, your child's audiologist needs to include these documents when they submit the TAR:
 - ❑ Hearing aid **prescription** from an otolaryngologist (or the attending physician when no otolaryngologist is available in the community)
 - ❑ Signed medical history and physical **examination by an otolaryngologist**
 - ❑ Signed **audiologic report and hearing aid evaluation**
 - ❑ **Specification of ear** to be fitted

Frequently Asked Questions (FAQs)

- **My child qualifies for CCS. Should we switch to HACCP?**
No. CCS provides a robust set of hearing aid-related benefits, as well as broader coverage for related services. If your child is enrolled in CCS coverage *for a hearing-related condition*, they do not qualify for HACCP.
- **My child has partial insurance coverage for hearing aids. Do they qualify for HACCP?**
Effective January 1, 2023, families may apply for supplemental hearing aid-related coverage through HACCP. Your provider will bill your insurance first.
- **How do I find my insurance plan's explanation of coverage?**
You should have received an explanation of coverage document when you first enrolled in your plan. You can also call your health plan's member services to request they send you a copy.
- **My child needs a bone conduction hearing device (BCHD). Are these covered?**
Surface-worn BCHDs are covered when medically necessary. BCHDs require TAR approval.

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FAQs (Continued)

- **Do parents need to pay out of pocket for HACCP-covered services?**
No, providers bill HACCP directly for covered benefits, just like they do for Medi-Cal/CCS. *Please note:* If you have partial coverage through a health insurance plan, your provider must bill your insurance first – which may also require you to pay your copay/coinsurance, depending on your plan.
- **Is authorization needed to see my HACCP-participating audiologist?**
While certain audiology services do require a TAR, providers may generally submit the TAR either before or after the appointment. As a result, the answer to this question depends on a particular audiologist's billing policies.
- **What happens if my child's application for HACCP enrollment is denied?**
If your child does not qualify for HACCP, you will receive a letter explaining which eligibility criteria were not met, how to request reconsideration of your application if you feel there was a misunderstanding or if your circumstances have changed, and other programs that may help.

Additional Resources

» HACCP Help Center

- Call 1 (833) 774-2227
 - Translators available
 - Video relay, TTY/TTD
- Chat with us online at www.dhcs.ca.gov/HACCP
 - English and Spanish
 - Can upload documents
- Email HACCP@maximus.com



» HACCP Webpage

- Visit www.dhcs.ca.gov/HACCP to learn more or find a provider.
- Apply online for coverage at <https://haccp.dhcs.ca.gov>.