



Hearing Aid Coverage for Children Program (HACCP) Webinar for Families and Community Partners

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=DHCS_HACCP_Webinar.

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
- » Not currently enrolled in CCS for a hearing-related condition
- » Enrollment requires a valid hearing aid prescription or provider referral

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 other health insurance/coverage
- » Explanation of coverage from other health insurance/coverage
- » 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
 - » Ear molds
 - » Minor hearing aid repairs
 - » Hearing aid batteries
- » 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)

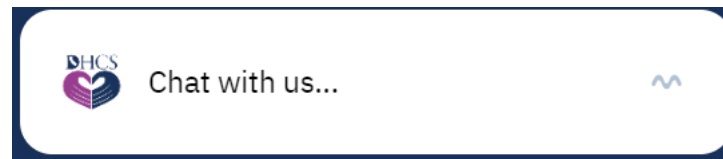
- **My child qualifies for CCS. Should we switch to HACCP?**
No. CCS provides a robust set of hearing aid-related benefits, as well as broader coverage for related services. If your child is enrolled in CCS coverage *for a hearing-related condition*, they do not qualify for HACCP.
- **My child has partial 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.

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 webpage: www.dhcs.ca.gov/haccp
 - » Apply Online
 - » Find A Provider
 - » Billing Codes
 - » FAQs
 - » Secure chat
 - » English and Spanish
 - » Can upload documents to complete your application



Additional Resources

» HACCP Help Center

» Call 1 (833) 774-2227

» Email HACCP@maximus.com

» Translators available

» Video relay, TTY/TTD



**Thank you for joining us today,
and for your interest in HACCP.**

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Questions?