

# 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](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://mcweb.apps.prd.cammis.medi-cal.ca.gov/assets/B7D0AED9-2AAD-4BB1-8A59-626D403E2620/hearaccp.pdf?access\\_token=6UyVkRRfByXTZEWIh8j8QaYyIPyP5ULO](https://mcweb.apps.prd.cammis.medi-cal.ca.gov/assets/B7D0AED9-2AAD-4BB1-8A59-626D403E2620/hearaccp.pdf?access_token=6UyVkRRfByXTZEWIh8j8QaYyIPyP5ULO)

# 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)

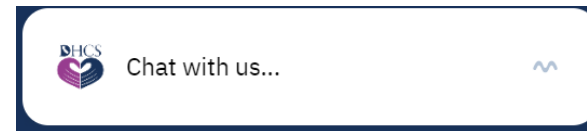
- **Do parents need to pay out of pocket for HACCP-covered services?**  
No, providers bill HACCP directly for covered benefits, just like they do for Medi-Cal/CCS. *Please note:* If you have partial coverage through a health insurance plan, your provider must bill your insurance first – which may also 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 Help Center

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



## » HACCP Webpage

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

**Thank you for  
joining us!**

