



# 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](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)

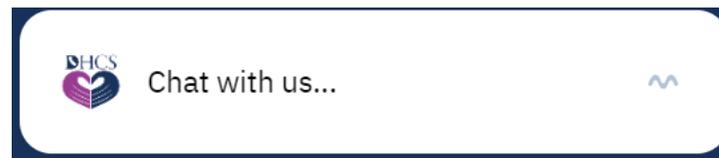
- **My child qualifies for CCS. Should we switch to HACCP?**  
No. CCS provides a robust set of hearing aid-related benefits, as well as broader coverage for related services. If your child is enrolled in CCS coverage *for a hearing-related condition*, they do not qualify for HACCP.
- **My child has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

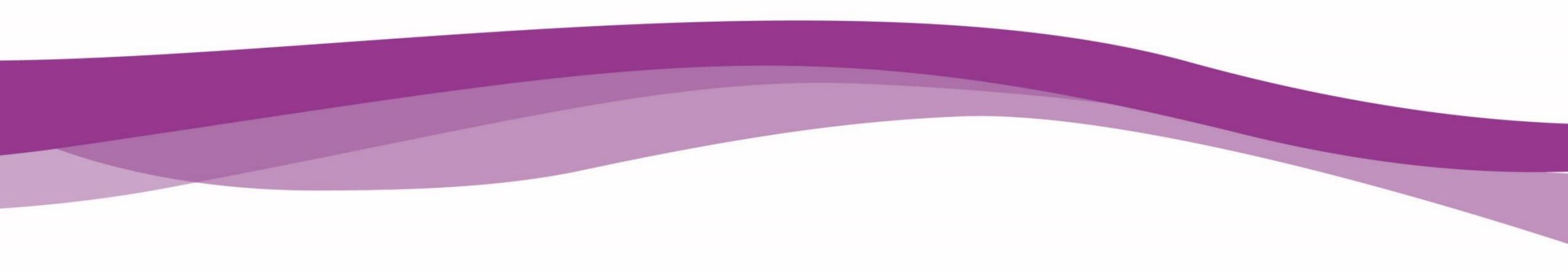
## »» HACCP Help Center

»» Call 1 (833) 774-2227

»» Email [HACCP@maximus.com](mailto:HACCP@maximus.com)

»» Translators available

»» Video relay, TTY/TTD



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

**Questions?**