



# Hearing Aid Coverage for Children Program (HACCP) Webinar for Families

# Accessibility

- » **This presentation will be recorded and posted on DHCS' HACCP webpage: <https://www.dhcs.ca.gov/services/Pages/HACCP.aspx>.**
- » American Sign Language (ASL) interpretation available within Webex
- » Live captions for today's webinar are available in English and Spanish at: [https://www.streamtext.net/player/?event=DHCS\\_Hearing-Aid-Coverage-for-Children-Program&chat=false&start=0&bgc=d9d9d9&fgc=000000](https://www.streamtext.net/player/?event=DHCS_Hearing-Aid-Coverage-for-Children-Program&chat=false&start=0&bgc=d9d9d9&fgc=000000)

# Public Health Emergency (PHE) Unwinding

- » **When the COVID-19 PHE ends, 2-3 million Medi-Cal beneficiaries could lose their coverage.**
- » **DHCS' Top Goal:** Minimize beneficiary burden and promote continuity of coverage for beneficiaries.
- » **How you can help:**
  - » Become a **DHCS Coverage Ambassador**.
  - » Download the Outreach Toolkit on the [DHCS Coverage Ambassador webpage](#).
  - » [Join the DHCS Coverage Ambassador mailing list](#) to receive updated toolkits as they become available.

# DHCS PHE Unwind Communications Strategy

- **Phase One: Encourage Beneficiaries to Update Contact Information**
  - **Launched recently.**
  - Multi-channel communication campaign to encourage beneficiaries to update contact information with county offices.
    - » Flyers in provider/clinic offices, social media, call scripts, and website banners
- **Phase Two: Watch for Renewal Packets in the mail. Remember to update your contact information!**
  - **Launch 60 days prior to end of COVID-19 PHE.**
  - Remind beneficiaries to watch for renewal packets in the mail and update contact information with their local county office if they have not already done so.

# HACCP Overview

- » Authority: California 2020-21 Budget
  - » State-only benefit
- » Phase I Implementation:
  - » July 1, 2021, launch
  - » English and Spanish application materials
  - » Application available in print and online as a fillable PDF
  - » Documents incorporate initial feedback from California Children's Services (CCS) and pediatric audiology stakeholders

# HACCP Overview (Continued)

- » Phase II Implementation – underway:
  - » DHCS incorporating stakeholder feedback to optimize documents and resources
  - » Materials expanding to threshold languages
  - » Online application portal (forthcoming)
  - » Additional covered benefits
  - » Continued outreach

# HACCP Eligibility

- » Children 0-17 years of age
- » Must reside in California
- » Not otherwise eligible for Medi-Cal
- » Not currently enrolled in CCS
- » Enrollment requires a valid hearing aid prescription or provider referral

# HACCP Eligibility (Continued)

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

2022 Annual  
Federal Poverty Level Values  
(Rounded up to next higher dollar)

Family Size	266%	322%	600%
1	\$36,150	\$43,760	\$81,540
2	\$48,705	\$58,959	\$109,860
3	\$61,260	\$74,157	\$138,180
4	\$73,815	\$89,355	\$166,500
Ea Add'l	\$12,556	\$15,199	\$28,320

# HACCP Eligibility (Continued)

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

- » Complete the application form on the HACCP webpage:
  - » <https://www.dhcs.ca.gov/services/Pages/HACCP.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 aid(s)
- » Hearing aid replacements
- » Hearing aid supplies/accessories
- » Hearing aid-related audiology services
- » Other related post-evaluation services

# 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
  - » Functional gain testing
  - » Minor hearing aid repairs
  - » Hearing aid batteries
  
- » For a more comprehensive list, check on the DHCS HACCP webpage at:  
[https://www.dhcs.ca.gov/services/Pages/HACCP\\_Provider\\_Info.aspx](https://www.dhcs.ca.gov/services/Pages/HACCP_Provider_Info.aspx)

# 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, they do not qualify for HACCP.
- **My child has partial insurance coverage for hearing aids. Do they qualify for HACCP?**  
No, HACCP currently only covers children who are uninsured, or who have health insurance with no coverage for hearing aids.
- **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.
- **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.

# FAQs: HACCP Application

- **Where on the application should I list myself as the parent/caregiver?**  
If you are the primary contact for the application, please list yourself in Section 1.

Section 1. Primary Contact			
We need one adult in the family to contact if we need more information.			
First Name	Middle Name	Last Name	Suffix

- **Who do I list in Section 2? How many of my kids should I list if only one needs hearing aid coverage?** For Section 2, please list only the child(ren) needing hearing aid coverage.
- **Who do I list in Section 3 (Household)?** Please list all family members who live in the home, including all children under age 21, parent/stepparent, or the spouse of any teenager or pregnant individual who lives in the home. Do not list aunts, uncles, nieces, nephews, or grandparents.
  - *Do I list myself?* If you live in the home with the child(ren) applying for HACCP and you are one of the family members listed, yes.
  - *How many of my kids should I list if only one needs coverage?* For Section 3, please list all children under age 21 who reside in your household. (This is different than Section 2.)
  - *Where do I list additional family members?* If your household includes more than four of the family members described for Section 3, please add their names and details on a separate sheet of paper. If you'd like, you can even type and print a second copy of pages 5-6 of the application form for your additional family members.

# Additional Resources

» HACCP webpage:

<https://www.dhcs.ca.gov/services/pages/haccp.aspx>

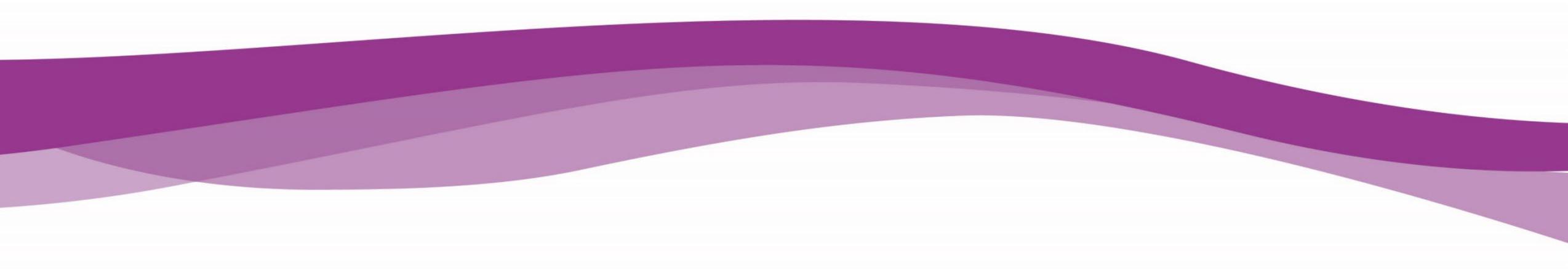
» Application

» Find A Provider

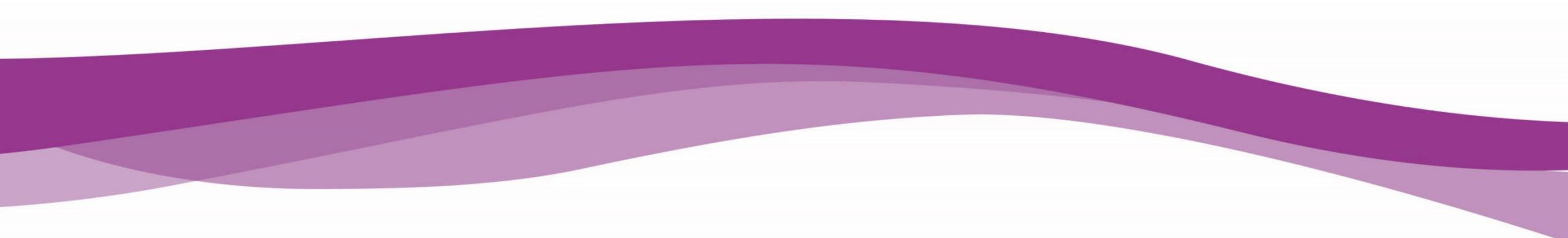
» Billing Codes

» FAQs

» HACCP Help Center: For questions, please call 1(833) 774-2227 or email [HACCP@maximus.com](mailto:HACCP@maximus.com)



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

A decorative graphic consisting of several overlapping, wavy, horizontal bands in various shades of purple, ranging from a deep magenta to a light lavender. The bands flow across the width of the slide, creating a sense of movement and depth.

**Questions?**