

Webinar for Families and Community Partners



**Hearing Aid Coverage
for Children Program**

September 2024

Accessibility

- » **This presentation will be recorded and posted on DHCS' HACCP webpage:**
<https://www.dhcs.ca.gov/services/HACCP/Pages/HACCP-Events.aspx>.
- » Today's webinar includes:
 - Real-time captions, available online at:
<https://www.streamtext.net/player?event=CADHCS-HACCPWebinar-09-12-2024>
 - American Sign Language (ASL) video relay.

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 Medi-Cal Fee-For-Service (FFS) 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
 - Dedicated support team, provider locator, and online application portal (<https://haccp.dhcs.ca.gov>)

HACCP Covered Benefits

- » HACCP covers a full range of hearing aid-related benefits, from evaluation to follow-up:
 - Hearing aids, including assistive listening devices (ALD) and surface-worn bone conduction hearing devices (BCHD)
 - Medically necessary hearing aid accessories
 - Supplies, including ear molds and hearing aid batteries
 - Hearing aid-related audiology and physician services
- » For a comprehensive list, see the Department of Health Care Services' HACCP Provider Manual at: <https://mcweb.apps.prd.cammis.medi-cal.ca.gov/file/manual?fn=hearaccp.pdf>
- » Coverage determinations are based on medical necessity. There is no cap on HACCP-covered benefits if medically necessary.

HACCP Eligibility

- » Children 0-20 years of age
- » California resident
- » Household income under 600% of Federal Poverty Level (FPL)
- » Does not have health coverage for hearing aids:
 - Not eligible for Medi-Cal
 - Not enrolled in California Children's Services (CCS) for a hearing-related condition
 - If enrolled in a health plan, the plan does not include hearing aids **or** limits annual benefits for hearing aids to \$1,500 or less
- » Enrollment requires a referral from a medical provider or hearing professional **or** a valid hearing aid prescription
 - Resource: [Provider Referral for Patient Enrollment \(DHCS 8482\)](#)

HACCP Eligibility (Continued)

Income Eligibility Comparison Chart for 2024

Household Size, Including Parents	Medi-Cal for Kids (266% FPL)	C-CHIP* (322% FPL)	HACCP (600% FPL)
1	\$40,060/year	\$48,494/year	\$90,360/year
2	\$54,371/year	\$65,817/year	\$122,640/year
3	\$68,682/year	\$83,141/year	\$154,920/year
4	\$82,992/year	\$100,464/year	\$187,200/year
Each Additional	Add \$14,311/year	Add \$17,324/year	Add \$32,280/year

*County Children's Health Initiative Program (C-CHIP) serves eligible children 18 years of age or younger in San Mateo, San Francisco, and Santa Clara Counties.

Note: Based on U.S. Department of Health and Human Services' FPL guidelines. Additional resources available at: <https://www.dhcs.ca.gov/services/HACCP/Pages/Families/Eligibility.aspx>.

HACCP Enrollment Process

- » Apply online at <https://haccp.dhcs.ca.gov>
- » 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 a 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, is their current provider enrolled as a Medi-Cal provider?
 - Enrolled Medi-Cal FFS providers may submit claims for covered benefits provided to HACCP clients through the same process they already use for Medi-Cal FFS and CCS.
 - If the 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

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 is enrolled in 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.

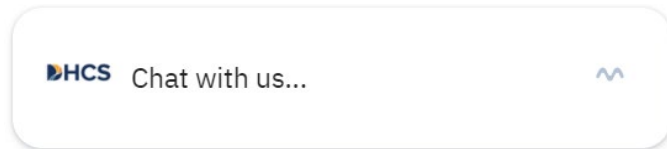
FAQs (Continued)

- **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.
- **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 (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>.

**Thank you for
joining us!**

