

PROVIDER QUICK POINTS

PROVIDER INFORMATION



Note: Refer to Provider Bulletin P73-19 for details on changes that are effective 1/1/20.

February 27, 2019

Hearing Aid Coverage for Medicare Advantage and Platinum Blue Products

Blue Cross and Blue Shield of Minnesota (Blue Cross) contracted with TruHearing to administer the hearing aid benefit for Platinum Blue and Medicare Advantage plans effective January 1, 2019. Providers must contract through TruHearing to be considered an in-network provider for this benefit. Providers should contact TruHearing directly at **1-855-286-0550**.

Non-TruHearing providers who are contracted with Blue Cross are eligible to provide services under the out of network benefit category, however not all members have benefits for hearing aids if they use an out of network provider. Blue Cross highly recommends that providers verify coverage and benefits prior to care, to determine if the member has out of network coverage.

Some benefit plans do not have hearing aid benefits or have limited network coverage.

Providers who have signed contractual agreements with TruHearing should follow their TruHearing contractual agreement for reimbursement for their services directly with TruHearing. Providers who are not in the TruHearing network and who are seeking reimbursement from Blue Cross for out of network hearing aid benefits should follow their contractual agreements and claims submission processes established with Blue Cross.

Impacted Products:

The Explanation of Coverage (EOC) benefits are available online at providers.bluecrossmn.com. Select shop plans Medicare/ Find Plan Documents.

Product Type	TruHearing Benefits for Hearing Aids	Out of Network Hearing Aids Benefits
Platinum Blue (Cost Plan) Group Medicare Platinum Blue Alpha prefix XZH	Service rendered by a TruHearing provider: 1. Covered benefits will include the exam for the purpose of fitting, modifying or obtaining hearing aids. 2. Hearing aids.	No out of network coverage is available for hearing aids exams, fittings or supplies.
Medicare Advantage Plan MAPD & MA (PPO) Group Medicare Advantage PPO Alpha prefix: XZL (Metro & West Region) Alpha prefix: QQL (Southern Region)	Service rendered by a TruHearing provider: 1. Covered benefits will include the exam for the purpose of fitting, modifying or obtaining hearing aids. 2. Hearing aids.	Contracted Blue Cross providers can render this service under the out of network benefit. The benefits cover the following services in relation to hearing aids services. 1. Hearing aid exam which includes the purpose of fitting, modifying or obtaining hearing aids 2. Hearing aids.

Product Type	TruHearing Benefits for Hearing Aids	Out of Network hearing Aids Benefits
<p>Medicare Advantage Strive</p> <p>Alpha prefix: QQN</p>	<p>Service rendered by a TruHearing provider:</p> <ol style="list-style-type: none"> 1. Covered benefits will include the exam for the purpose of fitting, modifying or obtaining hearing aids. 2. Hearing aids. 	<p>No out of network coverage is available for hearing aids exams, fittings or supplies.</p>

Questions?

If you have questions, please contact provider services at **(651) 662-5200** or **1-800-262-0820**.