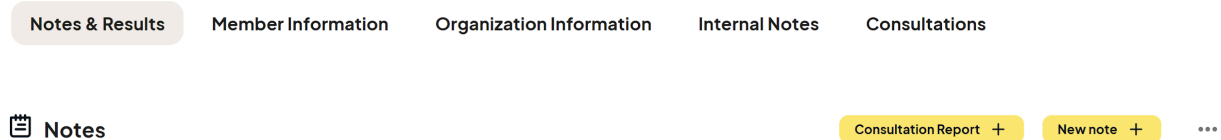


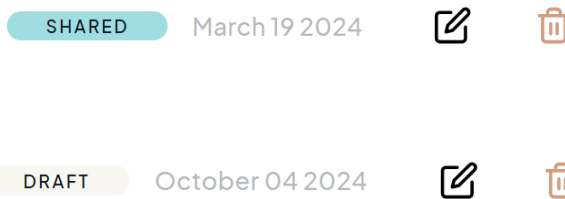
## Navigating the Dashboard

When you open a member's chart, you will see these options:

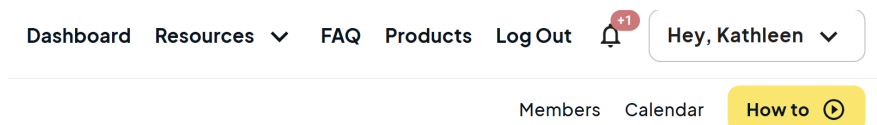


Notes & Results: Shows all past screening results, questionnaires, messages from members and/or audiologist, and consultation reports. They will be shown in chronological order, with the most recent at the top.

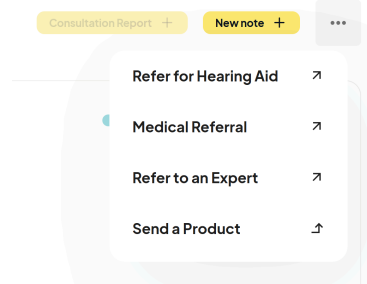
- Everything in this section is viewable to the member, except the screener results. The member will not see the full results.
- *Consultation Report*: this is a requirement for all Tuned consultations. Part of the template will be auto populated with the results of the questionnaire. The remainder of the report can be completed by selecting from the dropdowns and using the free text fields. CPT and ICD-10 codes must also be selected for a note to be published.
  - TIP: Consultation reports will automatically be saved as a draft. Please ensure your consultation report's status has been changed to SHARED, indicating it has been published. This is how we mark the completion of a consultation and facilitate payments.
  - Note: The consultation report can be edited live during the consultation



- *New note*: Use this to communicate with a member when it is not associated with a consultation.
- *Notifications*: A member can also send you a note back with this function. When a member sends you a message, you'll see a notification pop up in your dashboard (bell icon):



For the following functions, click the “...” for the additional menu:



- **Refer for Hearing Aid:** This will initiate the referral to our hearing aid partner, BLUEMOTH. They will contact the member for an HAE where the hearing aid model will be selected from our approved device list on the fee schedule.
  - As per state laws, prescription hearing aids require a diagnostic hearing test performed within the last 6 months. The member will receive a message in their dashboard outlining the options to obtain a diagnostic hearing test and instructions to upload the results to the Tuned dashboard.

#### Hearing Aid Referral

SHARED April 30 2025

Created by: Dr. Kathleen Wallace

Date/Time: 04/30/2025 3:00 pm EDT

Referring Audiologist: Dr. Kathleen Wallace

You've been referred for a hearing aid. To proceed you must have a recent diagnostic hearing test (an audiogram) within 6 months of this referral. There are 3 ways to obtain this audiogram. Please note: options 1 and 2 below will result in the quickest outcome to proceed with your hearing aid referral.

1. Speak to your in-network care navigator to assist in the process of obtaining an audiogram from a clinic, which may be covered by your medical insurance provider.
2. Visit any audiology clinic near you and pay out-of-pocket for your audiogram.
3. Work with our hearing aid provider and request an at-home test kit. This service is provided at no cost to you and will take anywhere from 2-6 weeks to complete.

Audiograms can be uploaded using the "Upload a Document" button to the right, above your notes, on the dashboard.

If you have already uploaded a copy of your audiogram, please disregard this message as the process will begin promptly.

- **Medical Referral:** This will indicate that medical follow-up is recommended. You can select the type of provider and write an additional message. It is the members' responsibility to find an in-network provider through their health insurance.
- **Refer to an Expert:** We have added specialized audiologists to the platform for tinnitus, auditory processing, and vestibular management. If you would like to refer to one of these audiologists, please select this option and follow the instructions. The member will then be shared by you and the specialist audiologist.
  - For benefits members, a consultation with a specialist is considered one of their 3 annual visits included in the benefit.
- **Send a product:** Select from the dropdown menu of devices to send a member. All devices listed are approved and covered by the benefit. Operations will communicate with the member when the product has shipped.
  - Any issues with device ordering, please contact Mika at [mika@tunedcare.com](mailto:mika@tunedcare.com)



Member Information: Shows demographic information and contact information for the member.

- o Tip: If you are sending a product, please confirm the mailing address. If any demographic information is not correct, please contact Mika at [mika@tunedcare.com](mailto:mika@tunedcare.com)
- *Organization Information*: Shows the member's organization and outlines the eligibility of the member.
  - o If you have any questions about a member's eligibility or coverage, please contact [support@tunedcare.com](mailto:support@tunedcare.com)
- *Internal Notes*: Private notes for Tuned providers to leave. This is not viewable to the member.
- *Consultations*: Log of past consultations, including no-shows and cancellations.