



Common Workflows

Prescription Hearing Aids

- If a member is best suited by prescription hearing aids, please review the following during the consultation:
 - State law requires a complete diagnostic hearing test. Members most typically will use their major medical plan to find an in-network ENT or audiologist to complete this. The member will also receive a message in their dashboard outlining options to obtain a hearing test and instructions to upload the results.
 - Specify that we partner with another company for prescription hearing aids (BLUEMOTH). They have a selection of devices available as outlined in our fee schedule and include hearing aids from most major manufacturers.
 - Click the “Refer for Hearing Aid” button. This will send an automatic message to the member about how to obtain a diagnostic hearing test. The workflow is then taken over by our Operations team and BLUEMOTH.
 - BLUEMOTH becomes the “primary” audiologist and you remain the “secondary” audiologist, meaning both have access to the member’s chart.

Over The Counter Hearing Aids or Other Products

- The list of products available in the drop-down menu of “send a product” is the most accurate list of products we offer according to our fee schedule
- If you are sending a product, please check the chart for the member’s mailing address then select the product from the “send a product” dropdown menu. Once that is selected, our operations and support teams will handle any issues or questions from the members.

Referral to an Expert

- For members with dizziness, tinnitus, or auditory processing concerns, we offer consultations with our internal experts.
- To refer, select “Refer to an Expert”, select the specialty, and click submit.
- The “Expert” audiologist will become the “primary” audiologist and you will become the secondary audiologist, sharing the member’s chart.
- The member will schedule a consultation with the expert provider through their dashboard.
- This 30-minute consultation counts as one of the three approved consultations per year.