

Onboarding Overview: Benefits Providers

Role:

This role is responsible for completing consultation with Tuned's benefits members, including documentation and clinical decision making.

- Relationship with Tuned: Independent Contractor
- Requirements: Valid audiology license in at least one state, NPI, photo ID, complete profile on the dashboard, and sync Stripe for payment through direct deposit

Key Contacts:

- Heather Malyuk, Head of Audiology
 - Oversees all providers on the platform, directs the internal audiology team, and represents the providers within the Tuned team.
 - heather@tunedcare.com
- Allison Hearn, Head of Provider Operations
 - Performs demo consultations and benefits consultations; leads monthly benefits audiologist meetings, supports Heather and the core Tuned team.
 - allison@tunedcare.com
- Renee Valdez, SVP of Product
 - Responsible for functioning of the platform, development of new features, and addressing any bugs in the system.
 - renee@tunedcare.com
- Mika Aronson, Operations Manager
 - Serves as primary contact for members when support services are needed and acts as liaison between members and our external accounts, including device ordering and BLUEMOTH referrals
 - mika@tunedcare.com
- Aditya Singhal, Head of Finance
 - Oversees all finances of Tuned, including contracts, fee schedules, invoices, and provider payments.
 - adi@tunedcare.com
- Danny Aronson, CEO
 - Oversees all of Tuned
 - danny@tunedcare.com

Tuned Benefit Overview

What Is Tuned?

Tuned is the first benefit designed to bring hearing health to everyone. By leveraging telehealth, members can directly access Tuned’s doctors of audiology and online hearing screener for tailored recommendations to improve their listening ability and learn how to safeguard their hearing for the future. This benefit is offered to members through their employers or insurance carriers, with no direct payments from the members.

The Tuned Benefit

The typical Tuned Benefit includes:

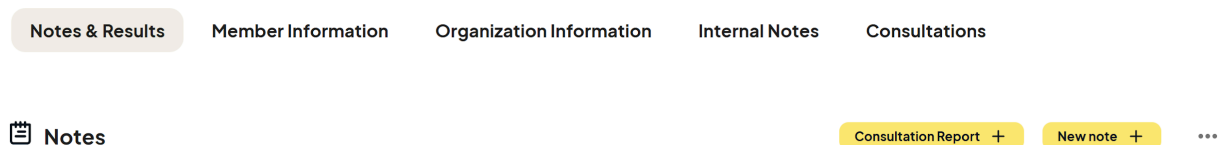
- Three (3) consultations per year
- One (1) over-the-counter device, hearing protection or app every three years*
 - * Approved technology on the fee schedule
- One (1) pair of prescription hearing aids every three years*
 - *Approved technology on the fee schedule

NOTE: Currently, NFP is the only organization that may differ from this benefit as some members have high-deductible health plans. When seeing these members, please ask if they are on one of these plans and, if so, inform them that their deductible must first be met before the stipends towards technology kicks in. If a member would like any technology, please forward information to Mika Aronson (mika@tunedcare.com) and she will assist.

All prescription hearing aids and products offered by Tuned fall within the above criteria and can therefore be described as “covered.”

Navigating the Dashboard

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



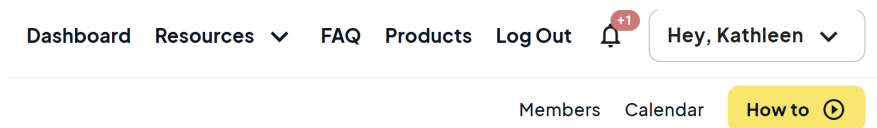
Notes & Results: Shows all past screening results, questionnaires, messages from members and/or audiologist, and consultation reports. They will be shown in chronological order, with the most recent at the top.

- Everything in this section is viewable to the member, except the screener results. The member will not see the full results.

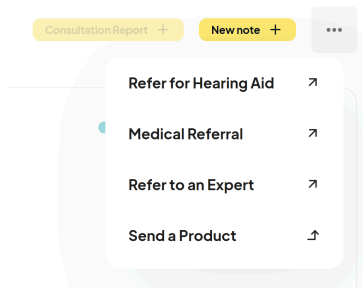
- **Consultation Report:** this is a requirement for all Tuned consultations. Part of the template will be auto populated with the results of the questionnaire. The remainder of the report can be completed by selecting from the dropdowns and using the free text fields. CPT and ICD-10 codes must also 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

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

- 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
- **Organization Information:** Shows the member's organization and outlines the eligibility of the member.
 - If you have any questions about a member's eligibility or coverage, please contact 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.

Common Workflows

Prescription Hearing Aids

- If a member is best suited by prescription hearing aids, please review the following during the consultation:

- o 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.
- o 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.
- o 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.
- o 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.

No Shows, Rescheduling or Cancellations

- The option to mark a “no show” will appear 15 minutes after the start of a consultation under the member’s name. Please mark the no show, which will trigger an automatic message to the member.
- If a member or provider needs to reschedule or cancel a consultation, click the appropriate button under the “Upcoming Consultation”. If you are within 24 hours of the scheduled consultation, please contact Mika for assistance at mika@tunedcare.com

CANCEL X RESCHEDULE → JOIN →

Audiologist Payment

- Payment is made monthly to audiologists via Stripe
- No-shows are not paid except for MusiCares consultations

- There is a set rate for audiologist payment
- For MusiCares, we must receive payment first before payment of audiologists can be completed
- For Tuned team members (who work beyond consultations), please send an invoice every month via bill.com. Payment is issued as direct deposit on the 15th of every month.
- If there are any questions, please direct them to Adi Singhal, our Head of Finance, at adi@tunedcare.com or Heather Malyuk, Head of Audiology, at heather@tunedcare.com

Contacts

Heather Malyuk, Head of Audiology: heather@tunedcare.com

Mika Aronson, Head of Operations: mika@tunedcare.com

Renee Valdez, SVP of Product: renee@tunedcare.com

Support: support@tunedcare.com

Tuned Hearing Screener

For more detailed information, please see the Tuned's Hearing Screening Process document.

Overview

All members are prompted to take a hearing screener consisting of a questionnaire, digits in noise, and tone screener prior to booking a consultation. The results are viewable to the audiologist in the dashboard. The members see a simplified version of the findings.

Part 1: Questionnaire

01

Are you experiencing or have experienced any of the following during the recent months? (select all that apply)

02

A Sudden change in hearing ability

G Excessive earwax

03

B Ringing or buzzing in either ear (tinnitus)

H Drainage from my ear(s)

04

C Unusual sensitivity to sound

I Surgery on my ear(s)

05

D Dizziness, vertigo, or imbalance

J Recurring ear infections

E Pain or pressure in either ear

K None of the above

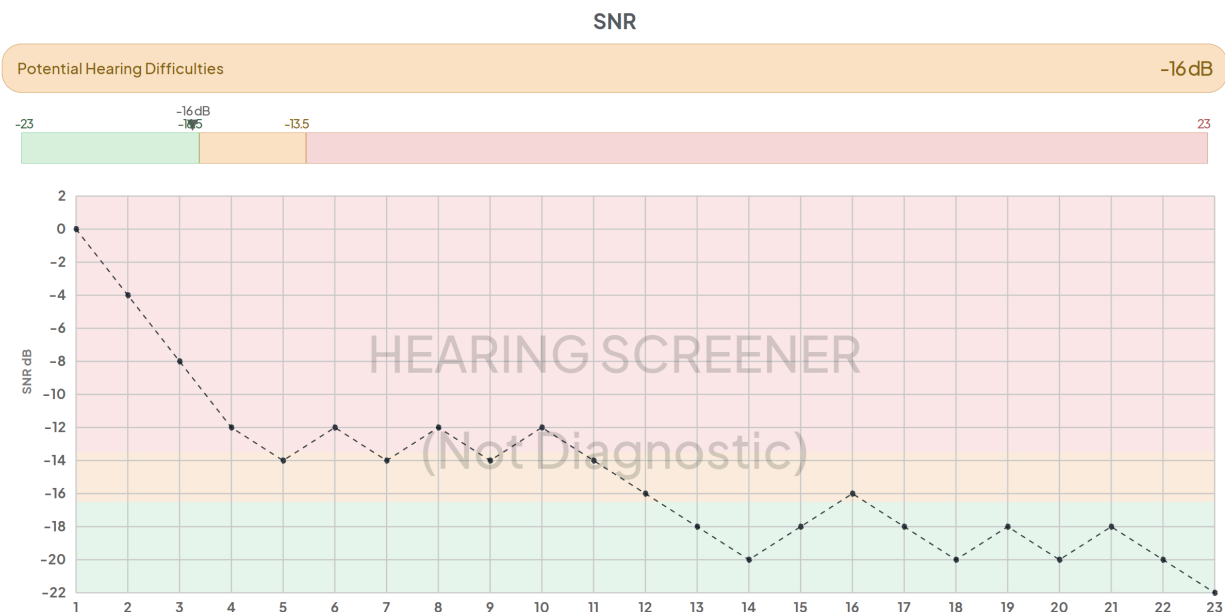
F Exposure to loud sounds

- Consists of questions about audiologic and/or otologic history, comorbid conditions, listening habits, top priorities, and level of motivation.
- If hearing loss, tinnitus, or vertigo is reported, the member is prompted to take the Hearing Handicap Inventory for Adults-Screener (HHIA-S), the Tinnitus Handicap Index (THI), and/or Dizziness Symptom Profile, respectively.
- All results of the questionnaire(s) are visible in the member's dashboard to both the member and audiologist.

Part 2: Digits In Noise

DIN Test Results

May 01 2025



- The member is presented with a set of three digits in the presence of varying degrees of background noise. If the member correctly identifies all numbers, the background noise gets louder. If the member misses at least one number, the background noise gets quieter. The member completes 23 rounds, with the average presented as the final score.
- All results from the digits in noise can be found in the member’s dashboard and is visible to both the member and audiologist.
- Interpretation:
 - X axis is SNR – the more negative, the louder the background noise
 - Y axis is Question #
 - Green range = Likely no difficulty
 - Yellow = Potential hearing difficulties
 - Red = Potentially significant difficulties
 - Score at top = average score from round 8-23, color coded to match above ranges.

Part 3: Tone Screener

- The member sees a simplified version of the findings in their dashboard while the audiologist sees the member’s view as well as a more detailed table of finding

How to Run A Consultation

Consultation Cheat Sheet

Preparing for the Consultation

- Hearing Workup Overview
 - Completed before the consultation and viewable in the member’s dashboard
 - *Questionnaire*
 - *Digits in Noise*: powered by HearX; Results are shown in dB SNR and corroborate 4 frequency PTA

Result classification	SNR
OK Hearing (<25 dB PTA)	SNR <= -16.5
Hearing Difficulties (26-55 dB PTA)	-16.5 < SNR <=-13.5
Significant Hearing Categories (>55 dB PTA)	SNR > -13.5

- - *Tones*: Presented as a table to the audiologist and simplified into a color coded table to the member.
- Use “New Note” to send a member a message before the consultation if needed

During the Consultation

- Sign on from the “Join” button under Upcoming Consultations
- Review the questionnaire and hearing screening findings, sharing your screen to review
- Use top 3 priorities and level of motivation to guide the conversation
 - When indicated, discuss potential products, expert referrals, or other action items to address top priorities
- Discuss tips for healthy hearing, such as the importance of regular hearing screenings, utilizing hearing protection, implementing good communication strategies, and maintaining good ear health.
- Note: If the member does not sign on after 15 minutes, please sign off of the call and click “No Show” under the member’s name on the upcoming consultation list
- Tip: The consultation report is accessible during the consultation or it can be written after completion of the consultation

Post-Consultation

- Click “consultation report” and use template to complete note.
- Note and coding (CPT and ICD 10) are required to mark the consultation “complete”. These notes are visible to the member and should be written with that in mind
- Payment submitted by Stripe to your linked bank account
- Please complete consultation reports within 24 hours and make sure it is “shared” and not stuck in “draft.”

Full Consultation Guide

Overview

- Introduction and Preview
- Review the screener
- Address Top 3 Priorities
- Wrap up and set expectation for next steps

Detailed Outline

Introduction and Preview

- “Thanks for taking the time to talk about your hearing and completing the screener ahead of time”
- “Have you ever seen an audiologist? Here’s what we’ll be talking about today: I’ll go over your hearing screener, talk about your top priorities, give you some specific recommendations, and give you some action items to preserve your hearing health.

Review the screener

- Clarify any answers from the questionnaire; take note of top listening priorities and level of motivation
- Share screen and review tone screener
 - Briefly remind them which measurement this was and why we do it
 - Example: This is an important measurement because it looks at each ear individually and tells us how you hear at a wide range of pitches
 - Boil it down to easy takeaway points
 - Remember: this is a screener categorizing hearing broadly. Tie it back to the member’s self-report and top priorities.
 - Ask clarifying questions if something looks off or unexpected.
- Move to digits in noise
 - Introduce the measurement:
 - Example: The other measurement is where you were listening for a set of digits in varying degrees of noise. This part is important because it is not just ‘did you hear something’ but ‘did you hear something, and can you correctly identify it’ and it is in a more challenging condition with background noise. We use this measurement to see how you listen and to corroborate the tone findings
 - What level of loss does it suggest?

- Example: This score of -18 dB SNR is consistent with hearing within normal limits and matches what we are seeing in the tones
- Example: This score of -15 dB SNR tells me that there's possibly some hearing loss, which lines up with what we're seeing in the tones.
- If the results do not corroborate, ask follow-up questions to rule out user error, make sure they didn't have noise cancellation on, or ask if they feel like they have any listening difficulties.
- Tie together with subjective report
 - Do the findings corroborate?
 - What does this tell us?
 - Need to follow up?

Address Top 3 Priorities

- Understanding hearing: achieved through explaining screening results, expand upon as needed
- Taking care of hearing: 3 best things to do
 - Screen your hearing and monitor it annually with an audiologist. (Reassure them that they are already doing this with Tuned)
 - Protect your hearing, both self-inflicted and environmental
 - a. Review why this is important
 - b. Self-inflicted: headphone safety and the trade-off between volume and listening duration
 - c. Environmental: how to tell if the environment is too loud (ex. SLM app), use of earplugs and behavioral changes
 - Maintain good ear health: no q tips and clean anything routinely going in ears
- Tinnitus
 - Review what tinnitus is and why it happens
 - Options: referral to Tuned Tinnitus Expert, recommendation of Tinnitus app (i.e. Oto), referral for hearing aids when indicated.
- Hearing in Noise
 - Factors to consider to limit noise, communication strategies, LiveListen on iPhone, AirPods as hearing aids, etc.
- Global hearing issues: discuss OTC vs prescription hearing aids
 - OTC: most common recommendations include Lexie and Eargo depending on form factor preference
 - Prescription: Refer to BLUEMOTH

Wrap up and set expectation for next steps

- Any questions?
- Consultation notes within 24 hours to dashboard
- If need for further follow up or communication, use dashboard to schedule or to message your audiologist

Post note

- Use consultation note report template

Fast Lane Overview

Overview

Tuned has released a new project called “Fast Lane” to improve the experience of members and efficiency of the platform. The goal is to flag members who can safely bypass a live consultation with an audiologist and have an equally valuable learning experience through a curated asynchronous resources page.

The Resources Page (Hearing Health Resources (tunedcare.com))

The resources page is currently downloadable PDFs on a wide variety of topics that are likely of interest to our members. As we learn more and see how the members interact with this page, we will add videos and resources on additional topics.

How It Works

1. All members will now take the updated hearing screener first, before selecting an audiologist or booking a consultation
2. Based on the findings of the screener, members will see either:



You passed the hearing screening at all frequencies screened. Passing a screener can mean, but does not always mean, normal hearing sensitivity at the frequencies tested.



You did not pass the hearing screener. A consultation with an audiologist is recommended to discuss next steps.

3. A member will be “fast laned” to a resources page only IF:
 - o Pass the tone screener
 - o Pass the DIN (-16 or better)
 - o Answer the following on the intake questionnaire:
 - “None” for any significant audiologic/otologic history check list (question #1)
 - “No” to are you noticing any hearing issues? (question #6)
 - “No” to do you have a diagnosed hearing loss? (question #7)
4. A member will be prompted to schedule a consultation IF:
 - o Any of the above criteria is not met
5. All members can schedule a consultation with an audiologist, even if they are “fast laned.”
6. All members must schedule a consultation if they would like any product or a referral to one of our ‘expert’ audiologists (tinnitus and/or vertigo.)

Member View:

Dashboard

Upcoming Consultations

You have no upcoming consultations. To book a consultation click on the button below

[Book a consultation](#)

Notes

[Send Audiologist a Message](#)

[Upload a Document](#)

Your Audiologists

Audiologist



Dr. MacKenzie Jimenez

I'm super puper audiologist ha-ha
qsqamobile+jimenez@gmail.com

[More info](#)

[Book a consultation](#)

Screeener Results

September 23 2024



You did not pass the hearing screener. A consultation with an audiologist is recommended to discuss next steps.

Screening results

September 16, 2024

Thanks for completing the screener! **Our audiologist recommends a consultation** to discuss your findings and answer any questions you may have.

[Book a Consultation](#)

Want to learn more about your hearing health?

[View Resources](#)

Audiologist View:

Renee Valdez ✕

- Notes & Results
- Patient Information
- Organization Information
- Internal Notes

Notes

- Consultation Report +
- New note +
- ...

Screener Results September 23 2024

Left Ear

Right Ear

FREQUENCY (HZ)	AMPLITUDE DETECTED
500	30 dB HL
1000	25 dB HL
2000	65 dB HL
4000	65 dB HL
6000	Tone Not Heard

FREQUENCY (HZ)	AMPLITUDE DETECTED
500	Tone Not Heard
1000	Tone Not Heard
2000	65 dB HL
4000	25 dB HL
6000	25 dB HL

- Background noise level: **No Noise**
- Headphones type: **On-Ear, Wireless**
- Headphones brand: **MeQ**
- Device brand: **iPhone 15**
- Using a headphone dongle: **No**
- # of false positives: **0**

Audiologists, remember that the accuracy of results may be heavily influenced by transducer and device (phone, laptop etc.) used as well as ambient noise levels. This screener was calibrated with an iPad using Sennheiser HDA 280 Pro headphones.

Member view



You did not pass the hearing screener. A consultation with an audiologist is recommended to discuss next steps.

Tuned’s Hearing Screening Process

Tuned has revamped the hearing screening process for its members and audiologists.

Overview

Screening Component	Status	Notes
Intake Questionnaire	Updated	More relevant questions added; less free text questions; multiple trigger questions for additional questionnaires
Tone Screener	NEW!	Tuned’s tone screener will replace SonicCloud
Digits in Noise	Updated	HearX’s DIN is now color-coded to aid interpretation

Intake Questionnaire

- Notable topics:
 - Audiologic and otologic history
 - Presence of comorbid conditions
 - Top priorities and level of motivation
 - Listening behavior and sound exposure
 - Help-seeking behavior for audiologic needs
- There are also 3 trigger questions that will lead to additional questionnaires:

Question	Answer	Action
Ringing or buzzing?	Yes	Tinnitus Handicap Inventory
Dizziness, vertigo or imbalance?	Yes	Dizziness Symptom Profile
Are you noticing issues with your hearing?	Yes	Hearing Handicap Inventory for Adults, Screening

- *Note: All additional measurements include the scoring and interpretation in the member’s chart.*

Tuned Tone Screener

Development

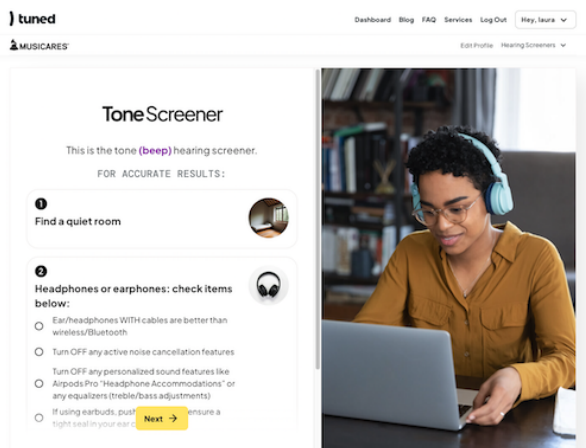
- The screener design was based on extensive research including articles on hearing screening best practices, consultations with experts, and the WHO Hearing Screening guidelines. Thank you, Laura Sinnott, Au.D. and Frank Wartinger, Au.D.!
- We replaced the previous screener because audiologists and members often misunderstood the results and interpreted it like a clinical audiogram.
- The screener measures 500 Hz, 1000 Hz, 2000 Hz, 4000 Hz, and 6000 Hz using a pulsed warble tone at three levels in descending order: 65-, 55-, and 25-dB HL.
 - *30 dB HL is used at 500 Hz instead of 25 dB HL*

- o *Did not respond = did not detect 65 dB HL level.*

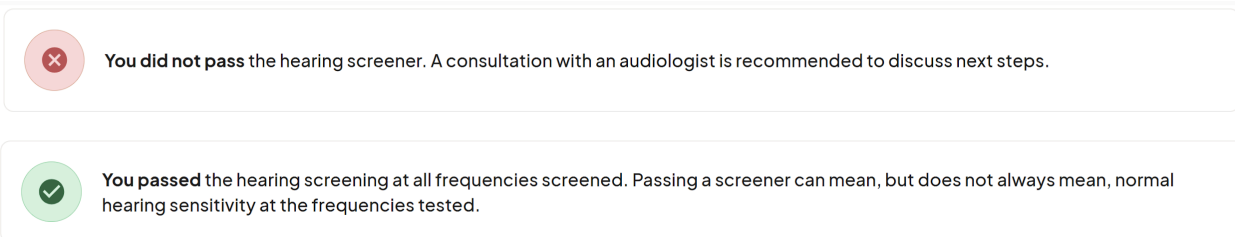
Validation Study

- N = 32, comparing the Tuned Tone Screener using an iPad with the Sennheiser HDA 280 Pro headphones to in-booth testing. We chose the 280s because RETSPLs exist which is required for proper calibration.
- Results:
 - o Overall sensitivity = 100% and specificity = 96%.
 - o Most (but not all) participants had hearing thresholds within normal limits.

User Experience



- The member must identify the headphones used and level of background noise before starting.
- After, the member will see one of two messages:



Audiologist View and Interpretation

- The audiologist will see ear- and frequency-specific results, transducer and device used, number of false positives, and the member view (see below.)

Left Ear

Right Ear

FREQUENCY (HZ)	AMPLITUDE DETECTED	FREQUENCY (HZ)	AMPLITUDE DETECTED
500	30 dB HL	500	55 dB HL
1000	25 dB HL	1000	55 dB HL
2000	25 dB HL	2000	25 dB HL
4000	25 dB HL	4000	25 dB HL
6000	25 dB HL	6000	25 dB HL

- Background noise level: **No Noise**
- Headphones type: **In-Ear, Wireless**
- Headphones brand: **Apple**
- Device brand: **Airpods**
- Using a headphone dongle: **No**
- # of false positives: **0**

Audiologists, remember that the accuracy of results may be heavily influenced by transducer and device (phone, laptop etc.) used as well as ambient noise levels. This screener was calibrated with an iPad using Sennheiser HDA 280 Pro headphones.

Member view



You did not pass the hearing screener. A consultation with an audiologist is recommended to discuss next steps.

Left Ear

Right Ear

High Pitches

Potentially Little to No Difficulty

Potentially Little to No Difficulty

Mid Pitches

Potentially Little to No Difficulty

Potentially Some Difficulty

Low-mid Pitches

Potentially Little to No Difficulty

Potentially Some Difficulty

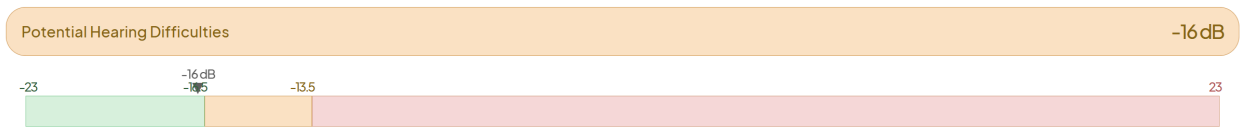
Interpretation

- o **PASS:** All frequencies were successfully detected at the lowest presentation level.
- o **NOT PASS:** At least one frequency was not successfully detected at the softest presentation level.
- o **Pros:** Grossly measures hearing, looks for asymmetries, determines appropriate next steps, offers an opportunity for education, and rounds out the screening process with another data point
- o **Cons:** Cannot determine changes in hearing, recognize hidden hearing losses, diagnose type and severity of hearing loss.

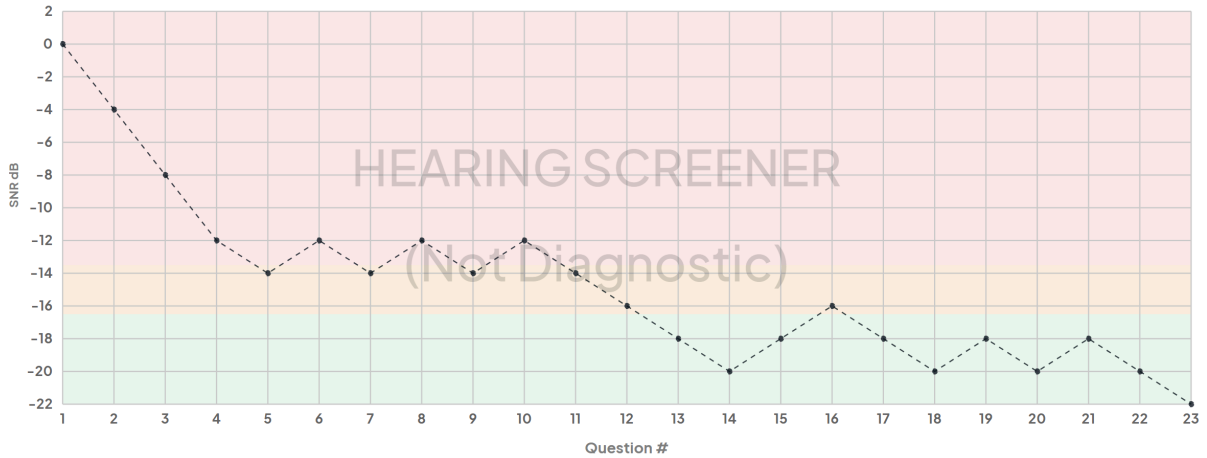
Digits in Noise

- We are continuing with the DIN from HearX
- Results will be shown as SNR with color-coded interpretation bar included.

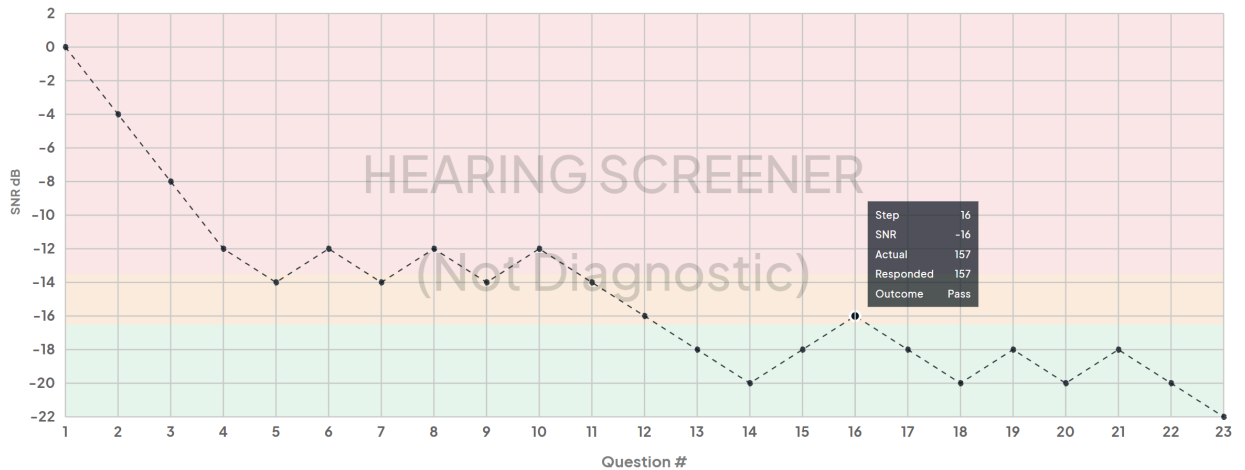
SNR



- The view will also show the results of all 23 rounds:



- If you hover over a point, you will see more information:



- According to HearX's validation studies, the SNR should corroborate a 4-frequency pure tone average.

Putting it all together:

- As with the previous screener, it is important to look holistically at the member and all components of the screening process.
- Use this information to guide the consultation conversation, recommendations, and appropriate technology. This can also include a referral to an expert (vestibular or tinnitus.)