

## PROVIDER FAQs

### My patient **lost** his/her hearing aid. What do I do?

**In warranty**, the patient will need to pay the appropriate fee to the Lighthouse and fill out/get notarized the Loss/Damage form. Both the fee and the form need to be sent to the Lighthouse. I will fax the form to the manufacturer. The replacement aid will be mailed to your office for dispensing.

**Cost: ITE: \$25/aid                      BTE: \$50/aid**

**Out of warranty**, the patient needs to pay the appropriate replacement amount to the Lighthouse. There is no form to fill out. Once I have the payment, I will send you an authorization form similar to the original form. You will order the new aid just as you ordered the original.

The provider benefit for fitting replacement aids is \$80. I will issue a check request to our accountant when I get the manufacturer invoice letting me know the aid has been ordered.

### My patient's hearing aid needs **repair**. What do I do?

**In warranty**, you can ship the aid off directly to the manufacturer. There is no fee for the patient and no forms to fill out.

**Out of warranty**, the patient will need to send the appropriate payment amount to the Lighthouse Foundation. We can mail the hearing aid to the manufacturer, or you can do it yourself, whichever you prefer. Just be sure to let us know. **Cost: \$100 per aid**

### The hearing aid needs to be **recased**. What do I do?

The patient will need to send a money order or pay online to have her hearing aid recased. You can send the aid directly to the manufacturer. **Cost: 12 month warranty (\$135) or a 6 month warranty (\$115).**

### My patient wants to **exchange** his/her aids. What do I need to do?

If it is within 30 days of the dispensing date, the aids can be returned to the manufacturer and exchanged with no problem. Please notify me if you will be exchanging aids so I can note it in the patient's file. The patient signs a user agreement acknowledging they understand all exchanges are to be done within 30 days of receiving them. If it is after 30 days, no exchanges or patient refunds can be made.

### My patient needs a new set of **earmolds**. Is this covered by the Lighthouse?

No. The Lighthouse only covers the first set of earmolds. After this, the patient will need to pay for them. You are welcome to order subsequent molds using the Lighthouse account, but the patient will need to send the Lighthouse a money order or cashier's check for the full amount.

**Cost: Regular molds are \$25 each and power/silicon molds are \$35 each.**

### Does the Lighthouse pay for **audiograms**?

No. The patient will have to pay for their hearing test(s).

### Can we **rush** an order? Have it sent to the patient's home?

It is an extra charge to the Lighthouse to have an order rushed or mailed to a patient's home. Please use regular shipping (unless it is an emergency), and if the aid cannot be mailed to you, please have it sent to the Lighthouse Foundation and we will send it to the patient.