



Kids First: Hearing Services

GOAL: To assure West Virginia's children are healthy and ready to learn.

MISSION: To provide hearing aid services and supplies for children ages 3, 4, 5, or 6 years who lack insurance coverage for this benefit. Ineligible are children who have Medicaid or Children's Health Insurance, or those children who have commercial coverage that includes this benefit.

ELIGIBILITY:

- Age limitations: Children ages 3, 4, 5, or 6 years.
- Approval for hearing aids is for children with an average sensory neural hearing loss of at least 30dB in the frequency range of 500-4000 Hz, documented by a licensed audiologist report.
- Children with permanent conductive hearing loss may be eligible for the Project, if a statement of need is issued by a licensed physician.
- Only children within the age group lacking credible coverage are eligible to have the service paid using Children's Hearing Project resources.
- Prior authorization is not required; however, because there is a finite amount of resources, please send the child's name and date of birth, name of the parents, and address along with an estimate of cost, at the point the practice has reason to believe the child is uninsured for hearing aid services. This preliminary information should be sent with a copy of the hearing test to:
 - Maternal, Child and Family Health
350 Capitol Street, Room 427
Charleston, WV 25301-3714
Attention: Robin Simmons

Sending this information allows us to earmark money to support the cost of the child's service.

REIMBURSEMENT:

- If insured, but not a covered benefit, then a copy of the insurance denial must accompany the child's bill.
- A copy of the dealer's quote/cost invoice is required for reimbursement consideration.
- Payment will be based on the dealer's quote/cost invoice plus 40%.
- Hearing aid supply needs, including evaluation, molds, and six month supply of batteries, will also be covered services, paid for at Medicaid established rates.
- For children participating in Kids First, please order hearing aids that come with a standard two year warranty period. If, however, the hearing aid prescribed for the child comes with only a one year manufacturer's warranty, then we will provide payment for a warranty extension of one additional year for repair/damages.
- The Kids First Hearing Services Project does not provide additional warranty for repair and damages beyond two (2) years. There is no insurance/warranty coverage of hearing aid loss. If a participating child loses a hearing device while age-eligible for Project coverage, the request for financial aid will be given consideration, subject to the availability of funds.
- Invoices are to be sent to:
 - Dena Smith
BPH Central Finance
350 Capitol Street, Room 519
Charleston, WV 25301

QUESTIONS: 304-558-5388 or Toll-Free (in WV) 1-800-642-9704

This Project, funded by Mountain State Blue Cross Blue Shield and administered by the Office of Maternal, Child and Family Health, Department of Health and Human Resources, is a part of Governor Manchin's Kids First Initiative: Healthy and Ready to Learn. All payments are subject to the availability of funds, and claims will be paid in the order received.

This Project is open to all children who meet the above eligibility requirements and does not discriminate on the basis of race, religion, or national origin.



Kids First: Hearing Services Frequently Asked Questions

- Q: Can there be exception to the age eligibility?
- A: No, this initiative is an Early Childhood Healthy and Ready to Learn effort.
- Q: If a child loses his hearing aid that was purchased as a part of Kids First, can a replacement hearing aid be paid for using this Project?
- A: Yes, subject to the availability of funds.
- Q: Does the Project pay for Cochlear Implants?
- A: No, because this requires a surgical service.
- Q: Can I use a provider that I select?
- A: Participating provider practices are ENT medical practices that have audiology or independent licensed audiology practitioner. Not every provider group may elect to participate in the Kids First: Hearing Services. A master listing of providers is available on the Kids First/MCFH website.
- Q: Will I owe the audiologist for deductibles or co-pays?
- A: Only if you have insurance that provides payment for hearing aids. Children who are eligible for Kids First Hearing Services do not have hearing aid coverage available.
- Q: I understand if my child is eligible for a hearing aid through Kids First then my child will also receive six (6) months of batteries paid for by the Project, is this right?
- A: Yes, after the six (6) month supply is exhausted, however, the family will be responsible for replacement battery cost.
- Q: I am a doctor whose practice is located across the state border; i.e., Bluefield, Virginia, but I see children from West Virginia; will those children still be eligible for the program?
- A: Yes, providing the child is a West Virginia resident who meets the eligibility requirements of the program.