



Screening Process

New Screening: When a new screening is requested for your clinic, you will receive an email notification that will send you to the Vertical Hearing Dashboard.

Confirm/Reschedule Appointment:

The provider needs to verify the requested screening date and time works for them and confirm the appointment via text/phone and mark the appointment as Confirmed in the Vertical Hearing Dashboard and also enter the appointment in your company's software program and mark the referral source. If the appointment does not work with the Provider's schedule then the Provider will need to text/phone the Referred Member to reschedule the appointment, update the date and time and mark the appointment accordingly in the Vertical Hearing Dashboard.

Perform Hearing Screening: The Provider will have the Patient Intake that can be printed from the Vertical Hearing Dashboard. No other documentation should be collected at the time of the Hearing Screening. The Provider will perform an otoscopic evaluation and a pure tone test.

Print Audiogram for Member: Complete Outcome by entering the audiometric information into the Vertical Hearing Dashboard and print the audiogram for the member to have at no cost.

Screening Results: We rely on you to explain the hearing screening results with the member. If the member has a hearing loss, it will be the Provider's responsibility to recommend hearing aid(s) that will best serve the member's unique needs and circumstances within your professional opinion.

Hearing Aid Cost: Members pay the purchase price that the Provider quotes. Vertical Hearing is not involved in the cost to the member or payments collected by the member.

Ordering: All hearing aid(s), earmold(s) and chargers orders are placed through the provider using the Vertical Hearing bill to number A9561 and the Provider's standard clinic ship to number. Orders will be shipped directly to your clinic.

Dispensing: You are responsible for scheduling the fitting appointment with the member as soon as possible after receiving the aid(s). At the time of dispensing, please enter the date into the Vertical Hearing dashboard. This is important because it is used to determine the date the member's trial period begins/expires.

Trial Period: For all hearing aids purchased, members receive a trial period based on the Provider and state regulations, during which members may return their purchased hearing aid(s). The trial period begins on the dispensing date you enter in the Vertical Hearing Dashboard. The fitting date entered must correspond to the date you provide the hearing aid(s) to the member.

Exchange: Members are permitted to exchange their hearing aid(s) any time within the trial period for another product as determined by the Provider. The Provider will mark the hearing aids Returned and create a new order in the Patient Database. A new trial period will start once the dispensing date is entered in the Vertical Hearing Dashboard.

Return: Members are permitted to return their hearing aid(s) any time within the trial. After the trial period, members will not be permitted to return hearing aid(s)

Post-Dispensing Services: All appointments following the completion of the trial will be between the Provider and the member.

Future Screenings: When a Referred Member and/or Patient is ready to be screened at a later date, the Provider will go to the Patient Database in the Vertical Hearing Dashboard, locate the member and create a New Appointment. Then follow the steps for the standard new screening process.

3rd Party Prospects: When a Referred Member is accompanied by a 3rd party and who also wants to be screened, the Provider will create a new member in the Vertical Hearing Dashboard and select New Appointment to follow the steps for the standard new screening process.

Additional Protocols

Member/Patient Information

The Appointment Details screen and Patient Database both allow for any updates or changes of the member profile.

Clinic Change

If you have access to more than one clinic in your network and need to change to a different location, you will have access to switch clinics.

Contact support@verticalhearing.com or call 1-888-586-2023 for
Customer Service for the following:

- To add, remove or edit a user
- Credentialing/Recredentialing
- Receiving Notification Emails
- Clinic Changes (Address, Phone Number, Hours of Operation)