

POLICIES AND PROCEDURES

I. Eligibility Requirements

- A. Confirmed diagnosis of hearing loss from a referring audiologist.
- B. Must be a resident of Virginia.
- C. Child must be under the age of 18 years.
- D. Whenever the supply of loaners is reduced, preference will be given to children under the age of 5 and to first time hearing aid users.
- E. Family must be in the process of obtaining, or making arrangements to obtain, a permanent amplification system through insurance or other means.

II. Required documentation for application

- A. Required documentation from referring Audiologist:
 - a. OAE/ABR screening results and diagnostic test results.
 - b. Audiometric Data utilizing and of the following behavioral assessment techniques, including behavioral observation audiometry (BOA), Visual reinforcement audiometry (VRA), or Conditioned play audiometry (CPA) performed.
 - c. Acoustic emittance audiometry, if performed.
 - d. A written recommendation from the referring audiologist for suitable amplification for the infant or toddler tested.
 - e. Medical clearance for hearing aid fitting from the child's physician.
- A. Required documentation from parent or legal guardian:
 - a. Documentation stating the reason why the parent or legal guardian has no immediate* access to hearing aids.
 - b. Documentation of insurance coverage and/or medical assistance eligibility.
 - c. A signed agreement stating the terms and conditions of the loan.

III. Length of Loan period and conditions for extended loan periods

- A. 12 months is the standard length of the loan.
- B. The Program Manager may extend the original loan for additional three-month periods if, prior to each extension, the Program manager determines that:

- a. The child does not have immediate access to permanent hearing aids or FM systems under Medicaid, FAMIS, Part C, CCC or private insurance.
- b. The parent or legal guardian currently does not have the financial means to obtain immediate access to permanent hearing aids or FM system, and;
- c. The parent or legal guardian is making reasonable efforts to obtain a device.

IV. Responsibility of the parents or legal guardians who borrow devices from the VHALB.

- A. A parent or legal guardian who borrows a hearing aid and/or FM system for an eligible child shall:
 - a. Be the custodian of the hearing aid and or FM system;
 - b. Return the hearing aid and or FM system immediately to the dispensing audiologist upon the expiration of the loan period or receipt of a suitable permanent hearing aid or FM system, whichever occurs first;
 - c. Be responsible for the proper care and use of the devices;
 - d. Be responsible for any damage to or loss of the hearing aid and or FM system not covered by the hearing warranty up to \$150.00 per device. This excludes normal wear and tear;
 - e. Sign an agreement stating the terms and conditions of the loan, and;
 - f. Sign an agreement stating the terms and conditions for extension of the loan.

V. Shipment and Return of hearing aids/FM systems to the bank

- A. After receiving all required documentation from the dispensing audiologist, suitable hearing aids/FM systems will be shipped (insured for up to \$1,000.00) or delivered to the audiologist. The VHALB will pay for return cost of mailing the insured (\$1,000.00) package up to \$17.00.
- B. Upon completion of the loan period the hearing aid(s) or FM system will be returned to the audiologist for shipment back to the bank.
- C. Once the device is received back at the bank it will be cleaned and stored in a locked cabinet.

VI. Warranty, Insurance and Repairs

- A. All hearing aids and FM systems are covered by warranty and loss and damage insurance for a period of three years. Each distributor is notified when a device is initially sent out.

- B. The fitting audiologist can return the device to the manufacture for repair during the loan period. Warranty information will be provided by the bank.
- C. Lost instruments should be reported to the VHALB.
- D. In cases of lost or demonstrated abuse of the loaned instrument, the VHALB reserves the right to deny a replacement instrument.

VII. Recommended Follow-Up

A process report from the audiologist, care coordinator, or case manager indicating the status of the parent or legal guardian's access to permanent devices should be submitted to VHALB at the end of the loan period.

VIII. Reimbursement for Audiologist

- A. The VHALB will reimburse the audiologist \$100.00 per device for each initial fitting of the loaner unit. The audiologist must register through the UVA procurement system in order to be reimbursed. That site is:
<https://www.procurement.virginia.edu/forms/USVendorRegForm.html>
- B. Registrants also should read the EVA and UVA information on this site:
<http://www.procurement.virginia.edu/main/>
- C. For questions about this process, please call the Procurement office at 434-924-4212. Once registered the audiologist should submit an invoice, within five (5) business days of fitting, that includes the child's name and date of fitting to:

Lisa Powley
vhalb@virginia.edu
Virginia Hearing Aid Loan Bank
Blue Ridge Care Connection for Children
2205 Fontaine Ave, STE 201
Charlottesville, VA 22903

** Be sure to include the return mailing cost.

**ADDENDUM – Under certain circumstances the VHALB will pay the audiologist for ear molds, \$35.00 each.

IX. Storage and Cleaning of Hearing Aids and FM systems

- A. All devices are kept in a locked storage unit.
- B. All devices are properly cleaned after each use and stored appropriately.

*The term immediate is defined as a period not exceeding two weeks.

Hearing aid and FM systems

(For audiologist use: select device)

Please indicate if monaural or binaural:

Monaural

Binaural

Phonak

Hearing Aids

Sky B50 P

Sky B50 SP

Sky B50 UP

Sky M50M

Sky M50 PR

Sky M50 SP

Sky Q 50 SP

Sky Q 50 UP

Roger Select

Roger Pen

Roger Touch Screen Mic

Oticon

Hearing Aids

Oticon

Sensei

Sensei SP

Siya 2

OPN Play 2

Xceed Play 1

Xceed Play 675

Connect Clip

Sound Fields

Phonak Digimaster

Lightspeed 750 IR

FM System

Inspiro (Phonak)

Amigo (Oticon)