

# Clinical Operations Policy 611

## Hearing Aid(s) Returns to the Memphis Speech and Hearing Center

Effective Date: August 18, 2022

Supersedes Date: June 1, 2013

Review Date: May 2026

Policy: Hearing aid returns will be handled by the Billing Coordinator

Procedure:

I. Patient returns hearing aid(s) to clinician or front desk staff member.

II. Patient will complete the Hearing Aid Request form and indicate reason for return.

III. Clinician and/or business staff will:

- a. Collect hearing aid(s) and all parts from patient and put in hearing aid bin on shelf and notify dispensing audiologist a return has been made.
- b. Notify the patient that they will not be reimbursed, per contract, for shipping and handling charges, professional services, ear impressions or earmolds.
- c. The billing coordinator will be notified of the amount needed to refund the patient. Please note the appointment (service) fees are not to be refunded nor will ear impressions, earmolds, or shipping and handling.
- d. Dispensing audiologist or designee will complete the manufacturer's specified return form, complete shipping return label, and schedule pick up of return.
- e. Dispensing audiologist will complete a note in IMS and in the lab section of IMS.
- f. MSHC Billing Coordinator will verify the credit has posted on the hearing aid account and complete the reimbursement for the patient.