



Lions of Illinois Foundation Reconditioned Hearing Aid Program General Procedures

It is at the Clubs Discretion on How they would like to Proceed with Requests, Referrals and Client Screenings/Vetting

Requests and Referrals: Hearing aid requests can be sent directly to a Lion's club or received at the Lions of Illinois Foundation.

- When a request is **sent directly to a club**, a Lion will screen the individual needing assistance. It is then up to the club to approve or deny a request.
- If a request is **sent to the Foundation**, that request will be sent on to the secretary of the Club that is closest to the clients home address. The Club will then screen that client.
- **Denied Requests:** if your club is unable to assist, it is important to let the LIF Social Services Department know that you are unable to assist.

Hearing Aid Referrals are also sent to the Foundation through our Participating Clinics. Clinics have our referral forms and give those forms to clients who say they cannot afford the cost of new hearing aids. Those clients then send their completed form to the Foundation, where the Social Services department attempts to find a club to assist with funding that request.

Screening a request: Upon receiving a request, it is important that a club screen the client prior to approval: Some additional Questions to ask are:

- **When was the last time you had an audiogram?**
An Audiogram, which has been issued within 6 months, can be used and could possibly reduce the cost. If they have not had an audiogram ask if they have Medicare, and if they can receive an audiogram, using their Medicare benefits.
- **Do you wear hearing aids now?** if yes, **one or two?**
- **What kind of aids do they wear currently?** “In the ear” or “behind the ear” style of hearing aids?
It is important to let the client know we only provide “Behind the Ear or BTE” style hearing aids that have been reconditioned.
- **How old are your current hearing aids?** If the aids are newer, a client can contact the manufacturer directly for repairs, which may end up being less expensive. They can contact the Dr. who issued the aids for assistance.

Payment Options: Take the time to discuss payment options. A client may be able to afford LIF's reduced pricing for one or two reconditioned hearing aids, compared to purchasing a new aid or aids. If they are able to pay all or a portion of the total costs, they will need to pay the club directly. The club will then issue a club check, for the total amount needed, and send the check along with the required forms to LIF.

Medicare. Some clients have secondary insurance that would also help with the cost of an audiogram. Ask if the client has had an audiogram, within the past 6 months using their Medicare benefits.

Medicaid: If a client is covered by Medicaid, it is important to know that in most instances a client would be eligible for at least one if not two Brand New hearing aids, through their Medicaid Insurance. They would need to work with a clinic that accepts their Medicaid insurance, which may not be one of our partnering clinics. They would need to use this insurance BEFORE they receive benefits through the Lions Clubs. *In some cases, a clinic who receives Medicaid Benefits cannot find a clinic that accepts those benefits that is located within a reasonable distance from the client's home.*

Clinics/Hospitals that Accept Medicaid in your District: if you know of clinics/Hospitals that accept Medicaid Insurance in your district please share that information with the Social Services Department.

DORS: Department of Rehabilitation Services. If a client is working or actively looking for work they can apply through DORS to see if they qualify for Brand New hearing aids. Illinois number for DORS is (800) 843-6154 (Voice, English or Español) or (800) 447-6404 (TTY). For general questions about DRS, email DHS.DRS@illinois.gov.

Consent for Services Form: This form must be sent to LIF with the reconditioned hearing aid approval form.

Approved Requests: Reconditioned Hearing Aid Approval Form: When a hearing aid request is approved by the club, the club will need to complete a "Reconditioned Hearing Aid Approval Form" and a clinic will need to be selected. The club will then send that form along with an audiogram (if applicable) a medical clearance form(if applicable) and a check for the total amount of the procedure to:

Lions of Illinois Foundation

700 Peace Rd., Suite B

DeKalb, IL 60115

Attn: Social Services

Social Service Clerk Responsibilities: The Social Service Department will be the liaison between the Lions Clubs and the Hearing Clinics. Receive and send all the Clients approved forms and information to the appropriate Hearing Clinic and to pay the final invoices.

The Social Service Department will notify the Club when the information has been faxed and received by the Hearing Clinic.

Club Responsibilities : Liaison between LIF and the Client. The Club, will notify their client when LIF has emailed/called them to let them know all paperwork has been faxed to the clinic and instruct their client to call the Hearing Clinic to set up their own appointment. It is important for the club to have their client call the Hearing Clinic as soon as possible for an appointment. Some clinics are 2-6 weeks out for appointments.

Additional Hearing Aid Needed: In some cases, after an audiogram has been given, it may be apparent that a client would benefit to wear 2 hearing aids. In these cases the Clinic would notify Social Services. Social Services will then notify the club and the club will either approve or deny the request.

Pre- Approval for Second Hearing Aid: If a club suspects that a client would need 2 hearing aids, a club can write directly on the Reconditioned Hearing Aid Approval Form "**APPROVED FOR UP TO 2 HEARING AIDS**". They would send monies for only one hearing aid, with the understanding that if the client does indeed need two aids, they will be notified by the Social Series Clerk and additional monies will need to be issued and sent. This pre-Approval process would eliminate the need to visit the clinic multiple times, which could result in additional costs.

After a client has been seen by the Hearing Clinic, *it could take up to 4-6 weeks for a client to receive a reconditioned hearing aid.* After being fitted with their hearing aid(s), the client then has 2-3 more visits with the Hearing Clinic to insure proper fitting and to make any adjustments to the device(s). The Social Services Clerk will then receive and pay the invoice from the Hearing Clinics. The Clerk will then notify the club, by e-mail that the file has been closed and provide the warranty information. There is a 1-year warranty on all hearing aids unless otherwise specified.

Repairs: If a hearing aid is still under warranty, a client would take the device back to the Hearing Clinic that dispensed it and they will send it out for repairs. If a hearing aid is out of warranty a client would take it back to the Hearing Clinic that dispensed the device. The clinic would evaluate the repairs needed and contact the Foundation Social Services Clerk. The clerk would then contact the Lions Club connected to the original request and attempt to receive approval for the costs of the hearing aid repair. In some cases, a new reconditioned hearing aid would be recommended.