Amplifon Hearing Health Care

Myamplifonusa.com
Quick Guide

Miracle-Ear

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Myamplifonusa.com User Guide

The Myamplifonusa.com system was created to give you easy access to view Amplifon referrals, create appointments and enter hearing aid sales for patients referred to your location. This User Guide will walk you through the steps necessary to process all Amplifon sales and ensure timely reimbursement and accurate reports.

Overview of the steps to process Amplifon Referrals and Sales

Referral Process

1. Patient contacts Amplifon to find the nearest location. The Amplifon Patient Care Advocate registers the patient into the Myamplifonusa.com system and the clinic is notified of the referral via email.
2. Provider logs into www.myamplifonusa.com to access patient information on the dashboard.
3. Provider or Front office Assistant contacts the Amplifon patient to make an appointment.

Sales Entry Process

1. Patient comes in for initial appointment and hearing instruments are recommended.
2. Provider logs into the Myamplifonusa.com to enter the Appointment Outcome in the Referrals Tab.
3. Provider orders the hearing aids through the manufacturer using the Process Sales PO# and the Amplifon Bill-To # listed in the Amplifon FAQ document on Page 5.
4. Provider receives the hearing aids from the manufacturer and makes an appointment for the fitting.
5. Patient is fit with hearing aids and a payment is collected from the patient by the location.
6. Provider logs into Myamplifonusa.com Dashboard to complete the hearing aid sale, in the Referrals tab.
7. Once sale and payment is processed, print the Receipt of Delivery document.
9. Provider faxes the completed Receipt of Delivery document with manufacturer packing slip to 1-888-844-5713.
10. Review the processed sales in the Myamplifonusa.com system.

Please contact Amplifon Client Services at 1-800-920-4327 if you have any questions regarding the Amplifon Process.
Myamplifonusa.com Dashboard

The Myamplifonusa.com Dashboard consists of multiple tabs:

Dashboard:
1. Review and process open referrals in the Referral Preview section
2. Add Patient Self Referrals
3. View Provider Reimbursements (available with special privilege)
4. Manage Staff (available with special privilege)

Referrals: Review and process open referrals. The Referrals tab contains more detailed information than the Referral Preview. Here you can review Price List information, obtain the PO Number, and see specific plan information for the patient.

Activity: Previously named ‘Processed Sales’, in the Activity tab you can review all sales processed through Myamplifonusa.com.

Resources: Previously accessed through the Amplifon Information link, the Resources tab contains all of your user guides, Amplifon Hearing Health Care information, and forms.

Work Comp: Access the Work Comp tab to process Workers Compensation requests.
Processing Amplifon Referrals

1. Patient contacts Amplifon and the Patient Care Advocate (PCA) directs the patient to the nearest Amplifon Provider. The Amplifon PCA enters the patient’s information into the Myamplifonusa.com system and the clinic is notified of the referral via email notification.

   **Note:** You may also choose to add patients directly in your Myamplifonusa.com System by using the + Add Patient link in the Dashboard tab.

   • When you choose to add a patient as a self referral, Amplifon will be notified by email and verify insurance. The self referred patient will be available to process in Myamplifonusa.com once Amplifon has completed the patient validation process.

2. Provider logs into Myamplifonusa.com at [www.myamplifonusa.com](http://www.myamplifonusa.com) and accesses the Dashboard to view referrals in the Sales to Be Processed list.

   Enter your **username** and password and click **Login**.

3. When ready to process Amplifon’s patient referral, Provider or Front Office Assistant calls the Amplifon patient to make an appointment.

   **Note:** We recommend reviewing the insurance information (located in the patient name link to the Customer Summary) and the product Price List associated with the patient’s plan.
Select a Vendor, Category Type, and Purchase Type. Click Go and the Price List displays.

**Note:** The Price List breaks each hearing aid out separately. Each price on this list is per hearing aid.

### Processing Amplifon Sales

1. The patient comes in for the appointment and hearing instruments are recommended.

2. Provider logs into the Myamplifonusa.com system. Locate the patient in the **Referral Preview** grid or the **Referrals** tab to enter the outcome of the appointment.

Click **Enter Outcome** to complete the first step of the Amplifon Referral.
Step 1: The Audiological Findings

Screen displays. Enter the following required information:

- **First Visit Date**: the date the patient was first seen for this Amplifon referral.
- **Staff Name**: Provider who saw the patient.
- **Left Loss Level**
- **Right Loss Level**
- **Loss Type**
- **Diagnosis 1**
- **Diagnosis 2** (if applicable)
- **Estimated Date of Fit**

**Note:** Audiogram can be uploaded in .jpg, .jpeg, .gif, .png and .pdf files. Only files under 5MB are allowed.

Click **Browse** and select the Audiogram from your computer folder. Click **continue**.

Click close in the upper right corner of the screen. (Steps 2-4 are entered after the patient is fitted).

**Note:** At times, Amplifon referrals do not lead to a sale. In this event, select the no sale box and enter the following information:

- **First Visit Date**
- **Left Loss Level**
- **Right Loss Level**

Click **continue**.

A message displays asking “Are you sure this patient’s visit is complete without a sale?” If you continue, this Amplifon Referral will drop off your Referral Preview and Referrals tab list and will appear in the Activity tab in the Myamplifonusa.com No Sale section.
4. Provider orders the hearing aids through the manufacturer using the Process Sales PO# listed on the Dashboard and the Amplifon Bill-To # listed in the Amplifon FAQ document on page 5.

5. Patient is fitted with the hearing aids and payment is collected from the patient by the clinic.

6. Log into Myamplifonusa.com to complete the hearing aid sale.

   Locate the Amplifon Referral in the Referral Preview or the Referrals tab. Click the Level of Loss hyperlink in the Audiological Findings column.

   Step 2: The Hearing Aid/Service Detail screen displays. Using the Add Item dropdown menu, add the item to this purchase. Select the item you are selling to the patient and click Add Item.
Select the **Manufacturer**, **Type** and **Model** on the Hearing Aid Purchase screen. If this is a binaural sale, select the **binaural fit** button next to the Right Ear section and the hearing aid will copy to the right side.

Enter the **Manufacturer Invoice Number** and **Serial Number(s)**.

**Note:** All other fields auto populate.

Click **continue**

A summary of the sale displays. At this time, you may add more items by selecting from the drop down menu and clicking **Add Item**.

**Note:** Please verify the Date of Service selected. If the date is not correct, you can edit the date by clicking the calendar icon.

- **Edit** hyperlink allows you to edit the line item.
- **Delete** hyperlink allows you to delete the line item if you selected it in correctly or need to change the item for any reason.
Note: If the sale is for a Funded patient, the Calculate Fee Estimate screen displays. Insurance Verification information will populate the appropriate values in the Insurance Pays and Patient Pays fields. This enables you to collect the appropriate Patient Responsibility payment from the patient at time of fitting.

Step 3: Confirm & Pay screen displays. Confirm the sale and enter the payment. Make sure all the sales information is correct.

Note: Utilize the back button if any sale information is missing or not correct and you will be brought back to step 2 where you can make the edits and/or enter additional sale information.

Note: You can also review the warranty information on this page, click on the blue Warranty Information hyperlink.

Enter credit card payments directly into the system by clicking the add payment button.
In the Add Payment screen, enter the following information:

- **Payment Type** (Visa, MC, Discover, or AMEX).
- **Amount** (payment amount – if payment is the full amount, use the total amt button).
- **Card Number, Expiration Date, CCV #** (3 digit number on the back of the patient’s credit card).
  - Do not make changes to any pre-populated date field.

**Note:** If there are multiple Credit Card payments, Click Add Payment for each separate transaction.

**Note:** Check and CareCredit payments are sent to Amplifon for processing.
  - For Check payments, please mail check and copy of Receipt of Delivery to:
    Amplifon Hearing Health Care
    150 South 5th Street, Suite 2300
    Minneapolis, MN 55402
  - For CareCredit payments please fax the completed payment form to 1-888-371-5961.

7. Once the sale and payment is processed, print the Receipt of Delivery document.

**Step 4: Print and fax the Receipt of Delivery document.**
Click print.
Provider and Patient sign the Receipt of Delivery document.

Confirm all information is correct.

Review terms and conditions with the patient.

Provider and patient sign and date the contract, and fax to Amplifon using fax number at bottom of document.

Copy of the signed document should be given to the patient at the time of delivery.

Note: Battery sales will be shipped to the patient by Amplifon and they will receive them within two weeks of the Date of Service.

Provider faxes the completed Receipt of Delivery document with manufacturer packing slip to 1-888-844-5713. Once a sale is processed in the Myamplifonusa.com system, it moves to the Activity tab.
The Activity tab consists of three sections:

1. **Myamplifonusa.com Sales**: Amplifon referrals where the sale has been entered by the location
2. **Myamplifonusa.com – NO SALES**: Amplifon referrals not resulting in sales
3. **Sales Entered by Amplifon**: Amplifon referrals completed by Amplifon Hearing Health Care

**Note**: In the Activity tab, you can review the Customer Summary, Price List, print another copy of the Receipt of Delivery, add additional payments, and download the results to Excel for Reporting purposes.

For questions on Amplifon's Policies and Procedures, please contact Amplifon Client Services at 1-800-920-4327