

# MassHealth Job Aid: Hearing Aid Member Search

This job aid describes how to determine when a member has received hearing aid services.

# Access the Hearing Aid Member Search Panel

From the Provider Online Service Center (POSC) home page:

1. Log in to the POSC.



2. Click Hearing Aid Member Search in the left-hand navigation pane, under Provider Services.

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**Note:** If you do not have access to the Hearing Aid Member Search panel, you will receive the following message.



- 3. Enter a valid 12-digit MassHealth Member Identification Number in the **Member ID** field. This is a required field.
- 4. Click Search.

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#### **Hearing Aid Member Search Results**

From the Hearing Aid Member Search panel:

5. Determine whether the member identified in the **Member ID** field has received hearing aid services.

**Note:** "Hearing aid services" are defined by the business. Only those defined as such will appear in the **Hearing Aid Member Search Results**. If the member has received services, the results will identify the **Member ID**, **Member Name**, **Procedure** code(s), any applicable **Modifiers**, the From Date of Service (**FDOS**), and the To Date of Service (**TDOS**). If the member has not received services, the results will indicate that no records were found.

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6. Click Close.

### **Field Help**

From the Hearing Aid Member Search panel:

1. Click on the **Member ID** field to display the **Field Help**.



## Panel Help

From the **Hearing Aid Member Search** panel:

2. Click on the question mark icon to open the **Panel Help**.

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**Note:** This will open the page's help function, which explains how to use the panel.

	MassHealth Provider Online Service	Center
	Hearing Aid Member Search	
The b	learing Aid Member Search panel allows the user to search for	
mer	earing Ald Member Search panel allows the user to search for	claims by entering member to.
	Fields marked with a red asterisk (*) are required.	
	Error Resolution:	
	If an error is detected a statement is displayed in the up statement indicates the problem and the method of corn red circle with a white "x" (@) in it. The small red circle w next to required fields that are in error.	ection and is preceded by a small
•	Click ¢to close this Help Panel.	
Step	Action	Response
1	Ixpe Values	
	To define search, type values in the $\ensuremath{MemberID}$ field.	
2	Click Search to submit the search criteria.	A Hearing A Member Search Results parts displayed or a statement the orecords were found.
3	Click Clear to remove entries from the panel.	A blank Search for Hearing Aid Member Search panel is displayed.
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	MassHealth Provider Online Service	Center
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	learing Aid Member Search Results panel allows users to view al other fields from a Hearing Aid Member Search.	Hearing aid information and
•	Click $\diamond$ to close this Help Panel.	
Step	Action	Response
1	Click Close to remove entries from the panel.	The system returns to a new Hearing Aid Member Search panel.

#### **Error Messages**

1. Alphanumeric Member IDs, as well as Member IDs containing special characters, are not allowed and will display the following error message.



2. Member IDs with fewer than 12 digits are not allowed and will display the following error message.

