



PROVIDER NOTICE

Provider Relations Department: 888-895-4998 (Option 4)

USFHP Hearing Benefit Expansion and Behavioral Health Services Audit Reminder

Health Plan(s) Affected: US Family Health Plan (USFHP)

USFHP Expands Hearing Aids and Hearing Services Benefit

Type of Change: Benefit

Explanation of Change:

TRICARE® recently updated its policy to expand hearing aids and hearing aid services eligibility*. Hearing aids and hearing aid services and supplies are covered for eligible Active Duty Family Members. Backdated effective Dec. 22, 2023, hearing aids, services and supplies have been extended to child dependents of eligible retirees. Prior authorization is required to confirm eligibility and clinical criteria.

For USFHP members that do not qualify for coverage under the TRICARE policy, USFHP offers a value-add benefit with Access HEARS**.

Access HEARS

Access HEARS offers **50% off over-the-counter hearing aids and personal amplifiers** to eligible USFHP members. To qualify for this discount, members must meet the following criteria:

- Be a US Family Health Plan retiree member or eligible retiree family member
- Have mild to moderate age-related hearing loss

If you treat a patient who meets the above criteria, please let them know about this discount. Eligible individuals can submit an inquiry online at bit.ly/JH_USFHP_HearingDevices***.

Eligible participants will have an initial phone interview to discuss hearing loss, available options and how Access HEARS can help them navigate the process of hearing care. Following a virtual or face-to-face session, participants will enjoy a free, two-week trial period with no obligation to buy and receive ongoing support throughout the first 12 months.

Reminder: Behavioral Health Services Requirements and Audit Process

Type of Change: Process

Beginning in 2024, US Family Health Plan implemented requirements for behavioral health assessments as well as a process for auditing network behavioral health/mental health providers' documentation of standardized measures in compliance with [TOM Chapter 7, Section 6, Para 8. \(CDRL A090\)](#).

Your participation in this audit process is required per your provider contract with USFHP; see section M. 2 and 7 of the core contract and pages 35, 69 & 70 of the [USFHP provider manual](#) for details.

When contacted by the USFHP Quality Improvement department, please send requested medical records timely and securely in order for the audit to be completed per Department of Defense (DOD) requirements.

For more information about the Behavioral Health requirements and resources for USFHP providers, please visit our [dedicated webpage](#) on the Johns Hopkins Health Plans provider [website](#).

*Reference: https://manuals.health.mil/pages/DisplayManualHtmlFile/2024-08-30/ChangeOnly/TPT5/C7S8_2.html

**Access HEARS Inc. is a 501(c)3 non-profit organization whose mission is to connect individuals with hearing loss to the solutions they need to age well. Founded by physicians and leading hearing experts and entrepreneurs at the Johns Hopkins University, Access HEARS delivers services directly to the community, offering its clients a low-cost, in-person or virtual service delivery, teaching individuals how to use over-the-counter hearing aids and other high-quality listening devices.

***If you are unable to access the online form, copy and paste the link into the address bar using Google Chrome as the browser