



Andy Beshear  
GOVERNOR

## EDUCATION AND LABOR CABINET

Kentucky Office of Vocational Rehabilitation

Cora McNabb

Executive Director

Mayo-Underwood Building

500 Mero Street, 4th Floor

Frankfort, Kentucky 40601

Phone: (502) 564-4440

Jamie Link  
SECRETARY

### SERVICE FEE MEMORANDUM

#### Professional Fee for Personalized Assistive Listening Devices

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**TO:** Office of Vocational Rehabilitation Staff  
Client Assistance Program Administrator

**FROM:** Executive Director  
Office of Vocational Rehabilitation

**THROUGH:** Field Services Division Director  
Office of Vocational Rehabilitation

**DATE:** Effective October 1, 2024

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The Office of Vocational Rehabilitation has developed a professional fee for personalized wireless Assistive Listening Devices (includes three fittings and / or adjustments) recommended by a qualified medical professional. Examples of some personalized wireless Assistive Listening Devices include:

- Oticon's Streamer,
- Phonak's iCom or SmartLink or MicroLink,
- Siemens' TEK

These devices are unique in that they can be specifically tailored to the consumer's communication demands of the job and often require training to learn how and when to use the system to enhance communication on the job.

Deaf and Hard of Hearing Services Branch (DHHS) approval is required to purchase a personalized wireless Assistive Listening Device. For this approval, send:

- audiological report
- hearing aid evaluation
- communication assessment
- Assistive Listening Device recommendation

**If the product is not included on the Office of Vocational Rehabilitation's price list, please provide the manufacturer's price list** for the Assistive Listening Device to the Program Administrator of Hard of Hearing / Late Deafened Services in DHHS Branch. In addition, you must indicate on the description line of the authorization that approval was obtained.

All exception requests must include the following supporting documentation (along with current exception forms):

- Audiogram
- hearing device recommendations
- communication assessment
- eligibility worksheet

**All exceptions and supporting documentation must be submitted and approved by the DHHS Branch Manager or Program Administrator of Hard of Hearing/Late Deafened Services. Assistive Listening Devices as a service fall under "Rehabilitation Technology". However, these items will be purchased out of the caseload budget using expenditure code 92E.**

The Professional fee is for most devices that connect with aids and assist with listening/communication if recommended by an audiologist. This fee is to be paid only if the audiologist provides training, adjustments, counseling, etc. on the ALD devices. Some devices that the professional fee may be used for are:

- Roger devices
- multi microphones
- FM/DM Systems
- Smartphones

- Tablets
- UbiDuo devices
- Digital stethoscopes

This fee is typically for more complex items that the consumer requires training on. That is not to say that the fee cannot be paid in other instances. For example, someone who struggles with their cognitive functioning may need significant training on even basic devices. Review each consumer's needs and the audiologist's recommendations to determine the best course of action.

**The Professional Fee is a medical service and as such falls under "diagnosis and treatment" and will therefore be subject to cost participation.** This service includes adjustments of personalized wireless assistive listening devices as well as training on the proper use of the assistive listening devices.

**Smart devices are classified as personalized wireless assistive listening devices.** Smart devices often provide access to numerous apps (mostly free) that are beneficial for consumers. These apps can sync hearing aids and cochlear implants which helps consumers hear better and helps to block out noises. Most audiologists are providing training to consumers on how to use these apps in combination with their hearing assistive technology. The Professional Fee may be utilized to pay vendors that are providing this service.

Code	Procedure	Allowable Rate
00110	<p>Traditional Assistive Listening Devices:</p> <ul style="list-style-type: none"> <li>• Digital Blood Pressure</li> <li>• Sound Machines</li> <li>• Hearing Protection</li> <li>• Headsets</li> </ul> <p>do not require an exception unless over \$1200) These may be purchased directly from technology vendors and do not require an audiologist to order and / or fit the device. <b>No professional fee</b> with traditional Assistive Listening Devices.</p>	<p>Vendor's Cost</p> <p>Expenditure Code - <b>92E</b></p> <p>BUN Caseload</p>

Code	Procedure	Allowable Rate
00111	<p>Personalized Wireless ALDs may refer to:</p> <ul style="list-style-type: none"> <li>• Transmitters</li> <li>• Receivers</li> <li>• Smart devices.</li> </ul> <p>Examples include (but are not limited to):</p> <ul style="list-style-type: none"> <li>• MicroLink</li> <li>• Roger Devices</li> <li>• Streamers</li> <li>• Smartphones</li> </ul> <p>Exception is required if the recommended device is over \$1200.</p> <p><b>Exception</b> - <u>only</u> if the Assistive Listening Device is not listed or the cost is more than the Office of Vocational Rehabilitation price list. *Requires Deaf and Hard of Hearing Services Branch approval*</p>	<p>By Report</p> <p>Expenditure Code - <b>92E</b></p> <p>BUN Caseload</p>
00112	<p>Audio Boots / Shoes refer to small sleeve that fits over the end of BTE hearing aids and receives signals from normal hearing aid microphones.</p>	<p><b>\$40</b></p> <p>Expenditure Code - <b>92E</b></p> <p>BUN Caseload</p>

Code	Procedure	Allowable Rate
00113	<p>Professional Fee to include training and / or adjustments of personalized wireless Assistive Listening Devices. Includes:</p> <ul style="list-style-type: none"> <li>• New or retro fitting</li> <li>• Adjustments</li> <li>• Counseling</li> <li>• Two follow-up visits (totaling three visits).</li> </ul> <p>This may be used when an audiologist assists with smart app installation, syncing, or/and personalized ALD training for the consumer.</p>	<p><b>\$150.00</b></p> <p>Expenditure Code - <b>24G</b></p> <p>BUN Caseload</p>
00114	<p>Alerting Devices for deaf and hard of hearing individuals that may use amplification, flashing light, vibration, etc. Some examples may include:</p> <ul style="list-style-type: none"> <li>• Alarm clocks</li> <li>• Bed shakers</li> <li>• Phone signalers</li> <li>• Doorbells</li> <li>• Smoke Alarms</li> <li>• Other alerting devices</li> </ul>	<p><b>Vendor's cost</b></p> <p>Expenditure code - <b>92F</b></p> <p>BUN Caseload</p>