Hearing Care Solutions - Online Ordering

HCS is now doing online ordering, below you’ll see how to proceed with patients.

- Orders submitted via the portal to HCS, are approved, then sent to the manufacturer
- Returns/Exchanges are allowed through the provider portal
- Pricing is reflective of health plan pricing and will be viewable when selecting a model

**New Orders**

1. Go to Appointments on the lefthand menu
   - Select actions from the patient’s row like normal and select Appointment Details:

2. On the appointment’s page you’ll see a new option at the bottom for “New Order”:
   - Select “Create New Order for this Patient” and it will take you to a new page.

3. The New Hearing Aid Order will be created for location that's logged in.
   - Please enter in your expected delivery (Even if it’s a tentative date)
   - Select if patient is previous hearing aid user

4. The hearing aid section is nearly identical to the current hearing aid order form
   - Left AND Right hearing aids visible for ordering:
   - All available manufactures are selectable
   - On-list and Off-list options will be selectable for both models and accessories
     
     example:

     - Pricing will be visible for you according to the patient’s health plan.

5. After all information has been entered in properly you’ll want to select “Proceed to Confirmation Page”:
   - If there missing details it will alert you:
   - **Off-list** hearing aids will need be verified by HCS and we ask you if you quoted the patient properly:

6. Once you’ve successfully completed the hearing aid order form, you’ll receive a confirmation page that HCS has received your order for review.
   - You will receive a confirmation number:
   - On the appointment page you’ll see that HCS has received the order and is being reviewed:

**SPECIAL NOTE ON CUSTOM HEARING AIDS**

Once HCS receives, (and approves) the custom order:
- Select “Order Details” and print page to go with the mailed impressions.
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Steps

Returns and Exchanges

7. Returns and exchanges are accessible once an order has been received:
   • To do either a return or exchange click “Patients” on the left menu bar:

8. You’ll have the option to 1. Search by a patient’s Name or Invoice #:
   • Or 2. select from a list:

9. Select the patient you would like to proceed with from the dropdown menu “Actions”:
   • Then select “Most Recent Order Details”:
   • You’ll be sent to a new page titled Order Details with the Invoice number for that order:

10. You’ll see the quantity ordered (Including accessories) Type the quantity to return:
    • Then select “Proceed to Next Step of Return”

Return or Exchange Previous Order

11. This page you’ll enter in all the specific details of the return, much like a Return For Credit (RFC) form.
   • You MUST enter the dates and tracking number and reasons for return

12. You’ll receive a confirmation page that provides you with a confirmation number.
    • HCS will approve and forward it to the manufacturer.

Proceed with New order for exchanges (page 1)