

Locating AHHC Referrals in the Cycle Call List

An enhancement has been made to the Miracle-Ear Cycle.net to track referrals coming from Amplifon Hearing Health Care. This enhancement will provide a simple way for Miracle-Ear locations to identify patients who were referred to your locations by Amplifon Hearing Health Care. The referrals are located in the Cycle Call List.

Protocols for processing a patient order will remain the same:

- Miracle-Ear must still utilize Amplifon Lite to enter sales for AHHC Referrals.
- The process for entering the AHHC Provider Reimbursement Fitting fees in the Miracle-Ear Cycle.net will remain as is.
- There is no link between AHHC and Miracle-Ear Cycle. If a patient record needs updating, it would need to be manually updated in both the AHHC Cycle system and the Miracle-Ear Cycle system.
- Staff and locations set up to receive automatic email notifications will continue to receive notification when referrals are sent.

How to find AHHC Referrals in Cycle:

1. Locate the purple Call List section in the appointments module
2. Click in the Call List box

Note: Each location will display AHHC referrals separately within a franchise.



Call List	Qty.
Callbacks	29
Marketing Leads	0
Amplifon Referrals	3
Confirmed	0
Not Confirmed	3
No Show	0
Cancelled	0
Reschedule	17
Fitting	4
Repair Pickup	2
Waiting List	0
Show all...	

3. In the drop down: Filter for **Amplifon Referrals** to see a full list of all patients referred to your location by Amplifon Hearing Health Care.



Date: Friday, February 10, 2017

Show:

- All
- open callbacks for 02/09/2017
- marketing leads
- Amplifon referrals**
- confirmed
- not confirmed
- no show
- cancelled
- reschedule
- fitting
- repair pickup
- waiting list
- NCC screening

4. The Call List screen lists each Amplifon Hearing Health Care referral separately. Each referral has the following detail:
Customer: Lists the patient name with a link to the M-E Customer Summary

Callback time: The specific time the Amplifon referral was saved in AHHC Cycle.net

Phone Number: The patients phone number

Referral Category: Displays if the AHHC patient record is identified as funded or discounted insurance

Amplifon Customer: Displays **Yes** if the patient is determined to be an Amplifon referral, displays **No** if the patient is determined to be a Miracle-Ear existing patient

Notes: provides the date, time and location the patient was referred to. Insurance Plan detail is also provided here.

The screenshot shows a web interface for 'Amplifon referrals' as of Friday, February 10, 2017. It lists three entries:

- John Smith:** Callback Time: 02:01:12, Phone Number: (111) 111-1111, Referral Category: Discounted, Amplifon Customer: Yes. Notes: Amplifon Hearing Health Care referral received on 01/12/2017 at 02:01:12 for store CF123400. Please call back at (111) 111-1111. Insurance Plan: Associated Financial Group (AFG).
- Jane Doe:** Callback Time: 02:01:12, Phone Number: (222)222-2222, Referral Category: Funded, Amplifon Customer: Yes. Notes: Amplifon Hearing Health Care referral received on 01/12/2017 at 02:01:12 for store CF123400. Please call back at (222)222-2222. Insurance Plan: BENEPLACE, INC..
- Peter Peters:** Callback Time: 03:01:18, Phone Number: (111) 111-1111, Referral Category: Discounted, Amplifon Customer: No. Notes: Amplifon Hearing Health Care referral received on 01/12/2017 at 02:01:12 for store CF123400. Please call back at (111) 111-1111. Insurance Plan: Associated Financial Group (AFG).

Note: Follow all current procedure for updating call list records:

- Update-** to complete the status of the referral which removes it from the list. Completing does not remove the patient from the database.
- Archive-** Caution! This will remove the patient from the database. Do not archive unless it is an invalid referral. ie; no valid information
- Schedule-** a link to schedule an appointment.

Referral Identification Rules

Patients are matched between M-E and AHHC Cycle.net based on the following criteria. (match must be exact):

- First Name
- Last Name
- Phone Number

If patient match is successful, a call-back will be created for the existing referral and it will appear in Call List under Amplifon Referral category.

If a patient match is unsuccessful (patient does not exist in M-E Cycle), a new patient record is generated and a referral is created in the Miracle-Ear Cycle Call List section under Amplifon Referral category.

Referral Type Identification Rules	
Referral → Call List Scenarios	Patient Belongs to
AHHC Discount Patient created in M-E Cycle over 12 month ago with no previous hearing aid sale in M-E Cycle	AHHC
AHHC Discount Patient created in M-E cycle over 12 month ago with a previous hearing aid Sale in M-E Cycle	ME
AHHC Discount Patient created in M-E Cycle less than 12 months ago (with or without a hearing aid sale in M-E Cycle)	ME
AHHC Funded Patient	AHHC
Patient = No patient record match or creation date found in M-E Cycle	AHHC

Amplifon Lite Activity screen: Miracle-Ear Patients - Closed Referrals

If a referral is sent to a Miracle-Ear location, but it is determined that the patient belongs to Miracle-Ear (see rule grid above), the referral will drop off of Amplifon Lite referrals and appear in the Activity Tab in a new section: **Miracle Ear Patients - Closed Amplifon Referrals**. No action is required; this section is created to keep record of patients that were invalid referrals from AHHC to Miracle-Ear.

Dashboard

Referrals

Activity

Resources

Work Comp

PATIENT SEARCH

Processed Sales

Filters

Amplifon Lite Sales

Patient Name	Patient ID	Phone #	Customer Category	Plan Name	Pricelist	Referral Date	Audiological Findings	Process Sales PO #	Estima
Test Patient	229146	(415) 297-4515	Funded	CIGNA CHOICE FUND OAP	View	07/20/2016	Level 4 - Moderate to Severe (56 to 69 DB)	AM00053879	08/17/
test	229173	(222) 222-2222	Discounted	AETNA DISCOUNT	View	12/07/2016	Level 4 - Moderate to Severe (56 to 69 DB)	AM00053933	12/06/

Miracle-Ear Patients - Closed Amplifon Referrals

Patient Name	Patient ID	Phone #	Customer Category	Plan Name	Referral Date	Process Sales PO #	Clinic
John Smith	229198	(111) 111-1111	Discounted	Amplifon Universal Plan	01/19/2017	AM00053996	CF123401 M
Jane Doe	229197	(111) 111-1111	Discounted	Aetna Discount	01/19/2017	AM00053995	CF123401 M
Pete Peters	229205	(111) 111-1111	Discounted	AMACORE	02/13/2017	AM00054025	CF123401 M