

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.

Friday, February 10 call list

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 referrals for John Smith, Jane Doe, and Peter Peters. Each entry includes fields for Customer, Callback Time, Phone Number, Referral Category, and Amplifon Customer status, along with a 'Notes' section and action buttons like 'update', 'archive', and 'schedule appt'.

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

1. **Update-** to complete the status of the referral which removes it from the list. Completing does not remove the patient from the database.
2. **Archive-** Caution! This will remove the patient from the database. Do not archive unless it is an invalid referral. ie; no valid information
3. **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):

- a. First Name
- b. Last Name
- c. 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