

Hearing Aid Repair Claims Requiring Documentation

May 27, 2026

Neighborhood Health Plan of Rhode Island (Neighborhood) is providing updated guidance to audiology providers regarding claims submitted for **hearing aid repairs** billed with procedure code **V5014** for the **Neighborhood INTEGRITY for Duals** (HMO D-SNP) line of business.

Neighborhood is updating how these claims are processed to match the State's approach. Claims for hearing aid repairs billed under code V5014 are reimbursed on an individual consideration basis and **must include documentation for the repair or supplies**. Since payment is based on the documentation submitted, reimbursement may vary by claim and provider.

Claims Previously Submitted

Neighborhood has identified claims for code **V5014** that were submitted without the required documentation. These claims were released for processing and denied because the documentation was not included.

When your claim denies for missing documentation, please submit a [claim reconsideration request](#) with the following materials attached as supporting documentation:

- The provider's actual acquisition cost (per invoice),
- The Manufacturer's Suggested Retail Price (MSRP)
- The provider's usual and customary charge (Charge Master)

Neighborhood will review the submitted documentation and determine reimbursement on an **individual consideration basis**.

Claims Processed with No Payment

For claims that were previously processed with no payment due to a State fee schedule rate of \$0.00, providers should also submit a claim reconsideration request with the documentation attached. A corrected claim is not required.

Submitting Claims Going Forward

For hearing aid repair claims billed with code **V5014**, providers have two submission options:

1. **Submit the claim on paper with the supporting documentation attached;** or
2. **Submit the claim electronically,** and when the claim denies for missing documentation, submit a [claim reconsideration request](#) with all required documentation attached.

For additional information, please refer to the [Hearing Aid Payment Policy](#).

Thank you for your continued partnership in caring for Neighborhood members.