

# **Florida Department of Health**

## **Florida Children's Hearing Aid Program**



**Florida  
HEALTH**

**March 11, 2025**

# Presenter



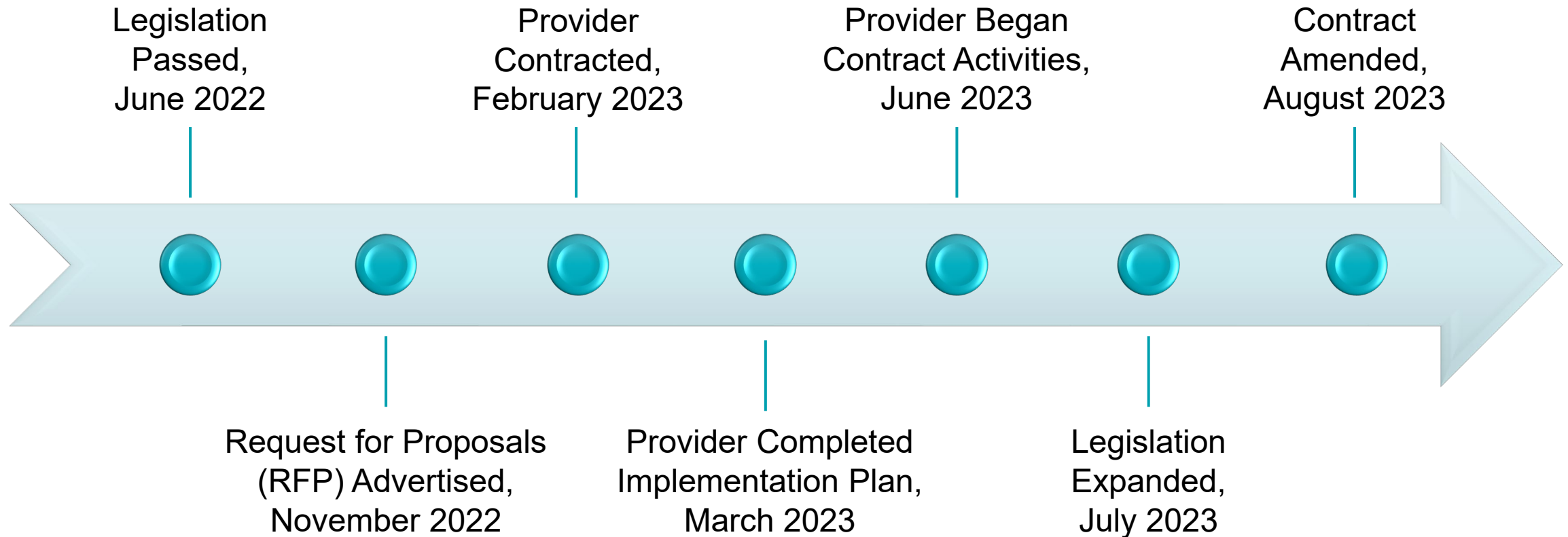
## **Miranda Nerland, cCMV/Hearing Follow-up Specialist**

Newborn Hearing Screening Program

Division of Children's Medical Services

Florida Department of Health

# Implementation Timeline



# Legislation

June 2022: Newborn Hearing Screening Program was established.

- Provides \$5,000,000 recurring annually for hearing devices.
- Administered through the Florida Department of Health Division of Children's Medical Services.
- Assists families who:
  - Are residents of Florida.
  - Have a child, birth to age 18, diagnosed with hearing loss.
  - Have an income of 400% below the federal poverty level.
  - Are not eligible for Florida Medicaid or the Children's Health Insurance Program.

# Legislation, continued

- The program provides funding to support:
  - Hearing aids
  - Assistive listening devices
  - External cochlear implant processor replacements
  - Ear molds
  - Hearing aid batteries
- In July 2023, hearing-related services began to be included.
  - Up to \$1,000 per ear annually for hearing aid related services.
  - Up to \$1,500 per ear annually for cochlear implant related services.

# Provider Responsibilities

- Competitively procured program services through the Request for Proposals process.
- The contracted vendor is responsible for:
  - Developing and implementing a comprehensive media campaign.
  - Developing and maintaining the coverage list.
  - Processing family applications.
  - Reimbursing providers.
  - Developing and administering family satisfaction surveys.
  - Developing and implementing a complaint process.
  - Providing monthly performance reports.

# Program Responsibilities

- Monitoring the vendor contract.
  - Reviewing and approving implementation plans.
  - Ensuring the vendor completes all contract requirements as specified.
- Processing monthly invoices.
  - Ensuring reimbursement aligns with coverage lists.
  - Analyzing data to identify program improvement opportunities.
- Providing technical assistance to vendor.
- Completing an annual legislative report.

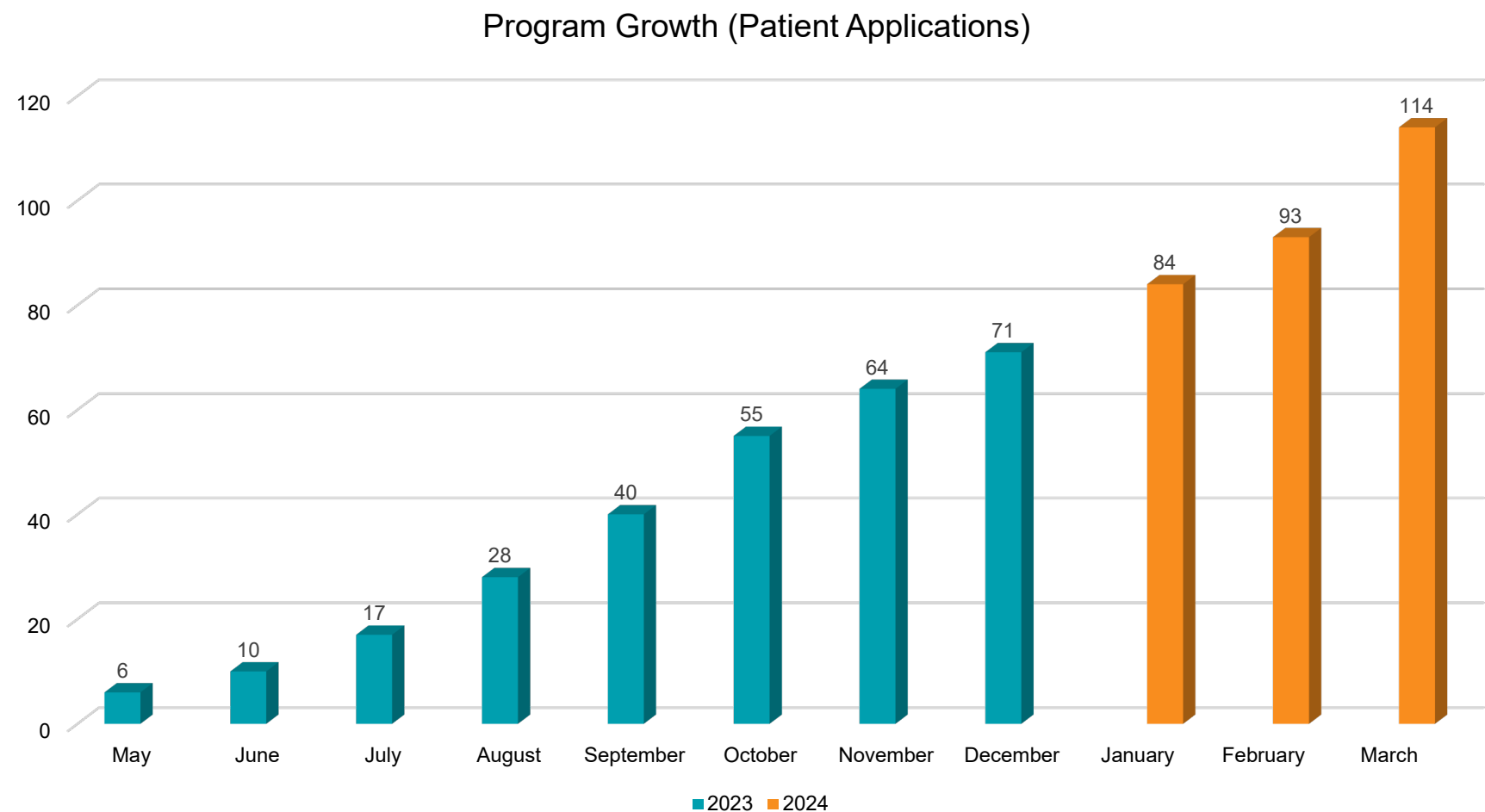
# Program Performance

July 1, 2023, through March 31, 2024:

- Audiologists enrolled as providers: 63
- Number of children served: 60
  - Hearing aids: 74
  - Ear molds: 40
  - Assistive listening devices: 15
  - Cochlear implant processor replacements: 2
  - Hearing exams: 78
  - Fitting, dispensing, programing appointments: 78
  - Follow-up appointments: 156

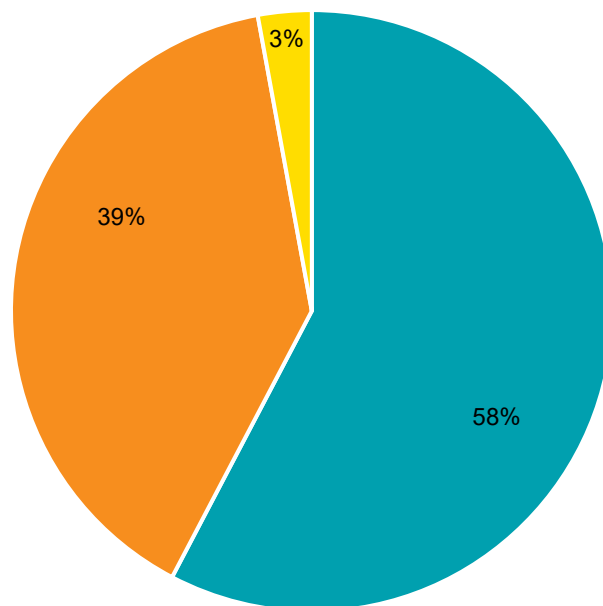


# Program Performance



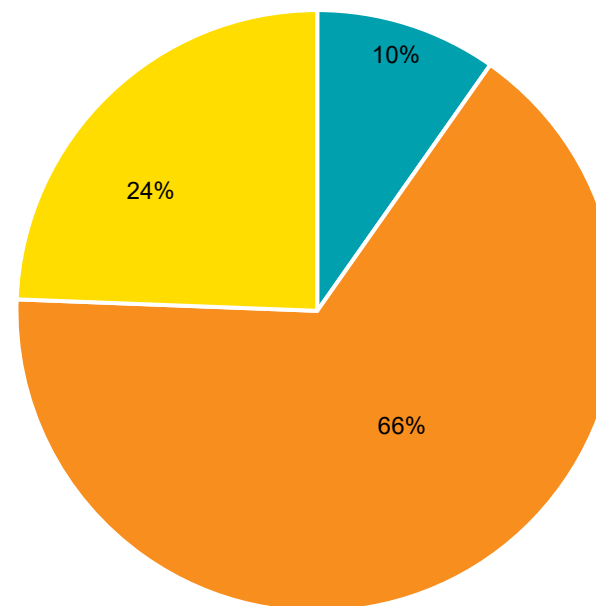
# Program Performance, continued

Applicants by Eligibility



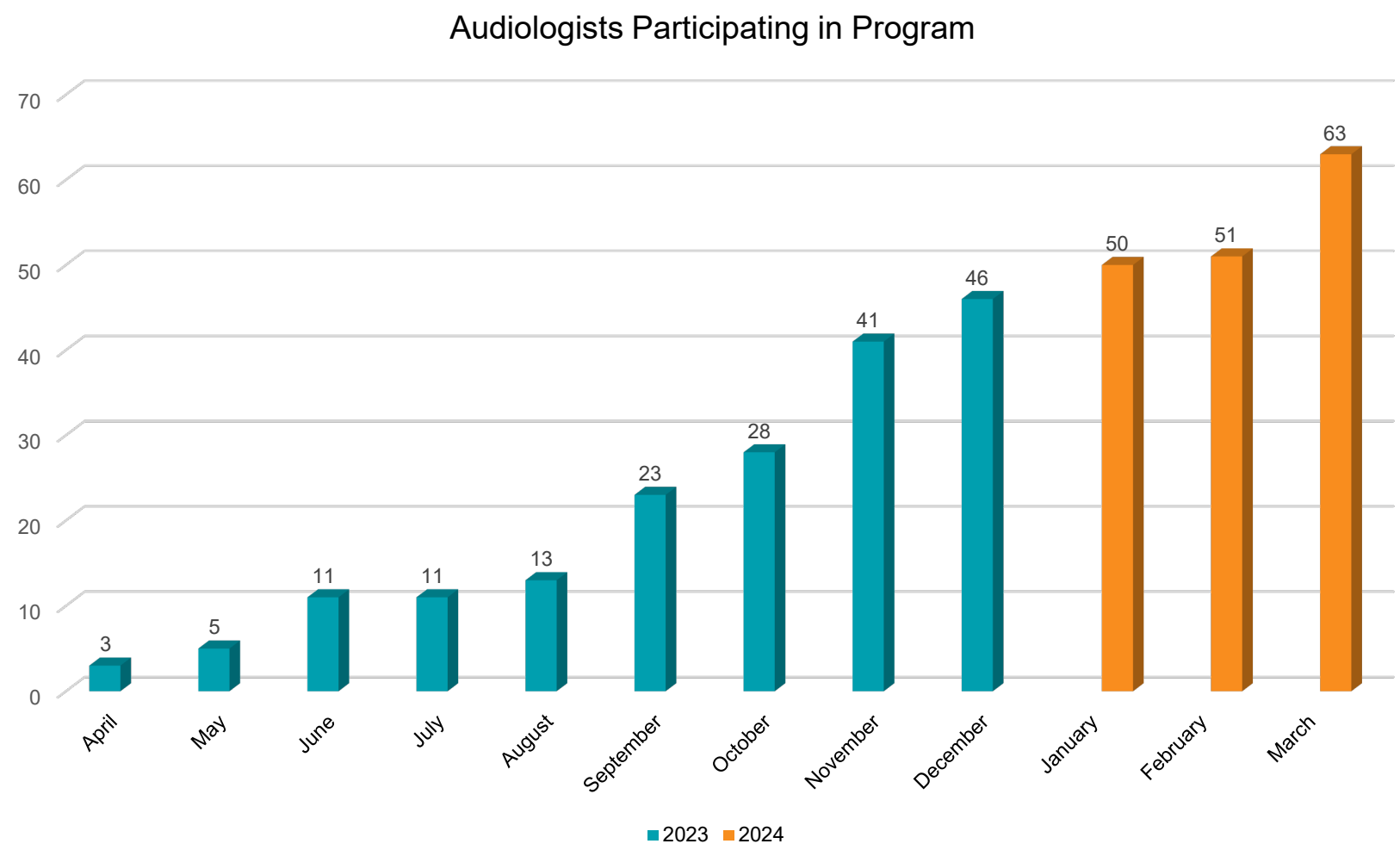
■ Eligible ■ Ineligible ■ In Process

Reasons for Ineligibility



■ Income too high ■ Income too low ■ Did Not Submit Paperwork

# Program Performance, continued



# Family Satisfaction Survey Responses

Focus Area	Average	Parent/Caregiver Comments
Ease of Application Process	5	“From applying to the appointments to getting the hearing aids, it was all a smooth and easy process.”
Program Communication	5	“When I needed assistance, I was able to speak to someone the first time I called. Customer service was excellent! The products provided are amazing and my boy can hear so well. He says the hearing aids are 100/100.”
Ease of Process: Locating an Audiologist	4.6	“We had to use a new audiologist, and I was apprehensive at first. However, I love her, and she's great.”
Ease of Process: Receiving Hearing Aids	5	“Free hearing aids for my child to ease the financial burden on our family.”

# Lessons Learned

- Use a phased implementation approach that considers initial capacity building in the timeline and budget.
- Engage family consumers during program and resource development.
- Engage partners with experience in statewide outreach and marketing.
- Develop checks and balances for reimbursement coverage.
- Conduct regular data reviews to identify implementation barriers and facilitate continuous quality improvement.

# Contact Information

## Miranda Nerland

cCMV Follow-up Specialist/Parent Consultant

Miranda.Nerland@FLHealth.gov