

- 1. You get three follow up appointments after selecting a hearing aid. You also get a trial period. If you decide to go with a different hearing aid brand, do you get a new three visit consult with this change?**

During the trial period, you have unlimited visits with your provider. If you decide to exchange and go with a different hearing aid while in trial period, your trial period would restart, and you would still have the three follow up visits to use after the trial period expires.

- 2. If you need more than three extra consultations, is there an extra \$10 copay?**

No. The extra consultation would not be covered under the hearing benefit. The cost would be out of pocket for the member.

- 3. Does use of the term “device” Refer to one or both hearing aids?**

The term device is referring to “one” ear.

- 4. If I currently see a provider that is on your approved UHC Hearing provider list, will I be able to continue to see the provider? Additionally, now that I have the UnitedHealthcare Group plan, will I obtain the discounts on the new hearing aid thru this provider?**

Yes. If you are currently seeing a provider that is on the approved UHC Hearing provider list, you can continue to see this provider. As a reminder, you will need to utilize the toll-free number **1-866-445-2071** or via the website at **UHChearing.com/trb**.

- 5. Can you tell us what manufacturer list UnitedHealthcare's private label hearing aids is comparable to?**

Sonova is the manufacturer for our private label, Relate. This is most similar to Unitron brand devices in features/functions.

- 6. Are there any reviews of different hearing aid devices?**

In addition to your hearing provider assisting with the different hearing aid devices available based on needs, you can also research online at [UHChearing.com/trb](http://UHChearing.com/trb), then go to the “Shop Products” tab. This will provide a high-level overview of all devices

- 7. Are any of your audiologists affiliated with other medical groups/hospitals or do they only work with UHC Hearing?**

Yes. Audiologist can be affiliated with a medical group or hospital.



**8. Are we able to speak with a provider before making an appointment to review which brands, they offer so we can review what is available from the provider?**

You can speak with a provider prior to making the appointment; however, it is very important that you do not make the actual appointment with the provider office during this conversation and that you double check the provider is a UHC Hearing aid provider. All appointments must be made either by phone utilizing the toll-free number **1-866-445-2071** or via the website at **UHChearing.com/trb**.

The customer care agents at UHC Hearing can also advise which devices are sold at a specific provider's office. If you have a certain brand or device in mind, please discuss with our agents using the toll-free number at **1-866-445-2071** and they can assist in ensuring you are visiting a provider that fits your needs.

**9. Do you cover rechargeable hearing aids?**

Yes.

**10. Do the hearing aids deal with tinnitus and masking it.**

Yes. UHC Hearing aid providers can offer hearing aids for masking tinnitus.

**11. Is Miracle Ear in the network?**

Miracle Ear is not in network

**12. I utilize my current hearing aids to Bluetooth to my TV, my phone for all calls in and out, and motorcycle helmet. As one might expect, there are glitches that arise. Would my UnitedHealthcare provider be available to help solve issues?**

Yes. If you purchased a product with a UHC Hearing provider, please contact them to discuss your needs. The UHC Hearing Service Team is also available to provide support and possible solutions for your device. Call the service team at **1-866-445-2071**, TTY 711 Monday–Friday 8 a.m. to 8 p.m.

**13. Do you provide a list of covered hearing aid brands?**

Yes. Below is a list of some brands we cover.



**14. If I go to a provider in the UHC Hearing network, will I receive a discount on my hearing aid in addition to the \$1500 available every two years?**

No. You will receive the discount on the hearing aid when you go to a UnitedHealthcare provider. The \$1,500 is the allowance that CT TRB provides as part of your benefit for hearing aids

**15. Is Sam's Club or Costco a UnitedHealthcare hearing provider?**

No. Sam's Club and Costco are not UHC Hearing providers. If you purchase hearing aids from these stores you will not be reimbursed.

**16. What are some of the accessories available?**

Accessories available for purchase online UHChearing.com/trb include but are not limited to:

- Power packs
- Remote controls
- Microphones
- TV remotes
- Jabra chargers
- Streaming devices
- Blue tooth connectivity

**17. Since the TRB benefit gives members an allowance of \$1500 or \$5000 depending on which plan a member selects, why would a member utilize the UHC Hearing network and not choose our own providers?**

UnitedHealthcare provides full transparency in pricing for hearing aids. A person would pay double or triple for hearing aids without the discounts that are provided thru the UHC Hearing network. Therefore, the UHC Hearing network was created.

The hearing aids provided through UHC Hearing offer 30-60% off MSRP, which you would not receive outside of our program. Additionally, our program includes a 60-day or 100-day trial period, three additional follow up visits, 3-year extended warranty, 1 time loss/damage replacement, and extra batteries or charging case. All these items would be billed separately outside of our program but are included in the purchase of your device when utilizing UHC Hearing.



**18. Are the brand hearing aids as high quality as those of the same brand that I would purchase private label?**

Yes.

**19. What is the difference between the higher end and private label**

Private label UnitedHealthcare manufactures, so UnitedHealthcare can discount further and are equivalent to brand name hearing aids.

**20. What is the difference between an online hearing test and a hearing test at a provider's office?**

An online hearing test or screening can tell you how well you are hearing and whether you should schedule an in-person hearing test with a hearing provider. An online screening requires you to wear headphones and listen to a variety of different tones and frequencies. This screening can help determine if a more thorough in-person examination with a professional is needed.

A comprehensive hearing test is conducted by an audiologist or hearing care professional in person to fully assess your hearing. The test can include looking in your ear for wax or abnormalities, listening to beeps and tones, repeating words in silence and in noise and even trying hearing aids. After the test, the provider will determine if hearing loss exists, the extent of the loss and your treatment options. Many people wait until they have symptoms of hearing loss to schedule a hearing test. Studies have shown that early identification and treatment of hearing loss may lead to an overall increased sense of wellness.

**21. Is virtual care available across the country?**

Virtual care is currently offered anywhere in the U.S., except Washington D.C. We do not offer international virtual care currently. If you need to see a provider in-person for a hearing test, they may be able to offer virtual care follow-up.

**22. Am I eligible for virtual care?**

If you are looking to receive care from home or on the go, virtual care may be a convenient option. To get started with virtual care, upload a copy of your hearing test results or call us at **1-866-445-2071**, TTY 711 Monday–Friday 8 a.m. to 8 p.m. CST. We will review your hearing test results to make sure virtual care will work for you.

If you are a good candidate for virtual care, you'll need a smartphone and Bluetooth enabled device to get started.



### **23. What are over-the-counter devices?**

Over the counter (OTC) devices are hearing aids that do not require a hearing test or provider visit. A consumer can purchase an OTC hearing device independently through a retailer and adjust the OTC device through an app on a smartphone.

### **24. Are over-the-counter devices right for me?**

Over the counter (OTC) devices are best for mild to moderate hearing loss, and for those individuals who are comfortable navigating hearing aid set-up and configuration through an app on your smartphone. OTC devices may not be for everyone. We recommend you use your plan benefit to get a professional test and see if a prescription device is right for you. Getting this test will make sure you find a hearing solution for your degree of hearing loss.

### **25. How is an over-the-counter hearing device different than a prescription hearing aid?**

- OTC hearing aids have fewer features, and their performance may not be equivalent to similar prescription devices.
- OTC devices are self-serve, meaning you will set them up with a smartphone app and make all the adjustments on your own. Professional follow-up care or support depends on the individual manufacturer.
- OTC hearing aids have a shorter warranty period than traditional prescription devices.

### **26. Will in network ever expand to include newly available over the counter hearing aids which are cheaper?**

At this time, over-the-counter hearing devices are designed to help people with self-diagnosed hearing loss and will not be included in the network options.

### **27. I already have hearing aids and my provider is in-network. When my existing contract ends, will UnitedHealthcare cover to have these serviced by the in-network provider?**

Yes. If the provider is in the UHC Hearing network.

**28. Are the UHC Hearing network and the UnitedHealthcare Medical directory the same?**

The UnitedHealthcare Hearing network and UnitedHealthcare Medical directory are different networks. UnitedHealthcare Hearing contracts and supports a network of hearing professionals independent of the UnitedHealthcare Medical network. While some providers may overlap, to access your hearing benefits or eligible savings, you must work with UnitedHealthcare Hearing or a UnitedHealthcare Hearing network provider by first contacting UnitedHealthcare Hearing.

**29. Is an audiology exam at any provider covered under the UnitedHealthcare TRB plan?**

The audiology exam (hearing exam) is covered in-network or out of network as long as you are seeing a provider that accepts Medicare and accepts UnitedHealthcare.

**30. If you get a hearing assessment, are you committed to ordering a hearing device, or can you elect to wait and decide in the future?**

If you get a hearing assessment, you can wait to obtain a hearing device. Please note, the provider should explain the length of time the assessment is valid.

**31. When searching for providers online, are the actual names of the provider listed?**

Yes. Provider names are included and maps to the provider office.

