

TruHearing® Choice Hearing Aid Benefit Program FAQ

2024 Year

Q1. Can you tell me more about the hearing aids through TruHearing?

A1. We have partnered with TruHearing to provide members with exclusive discounts on over 225 hearing aid models from 6 of the world's leading manufacturers. Prices are fixed nationwide, and the average customer saves \$1,850 per hearing aid. Thousands of members have purchased through TruHearing to minimize their out-of-pocket cost. To get started, members can speak with a TruHearing Hearing Consultant and schedule a hearing exam at one of TruHearing's 8,850 provider locations. Calls to our member service center can be transferred to TruHearing or members may go to our cobranded website at [truhearing.com\VSP](https://truhearing.com/VSP).

Q2. How does the TruHearing program work for our members?

A2. The member calls TruHearing to speak with a TruHearing Hearing Consultant. The consultant will answer questions, contact the hearing care provider most conveniently located for the member, and schedule an initial hearing exam. An appointment reminder is sent to the member prior to their appointment.

Q3. What are the general effects of hearing loss?

A3. Hearing loss is an important healthcare issue. It affects family interaction, social life, self-esteem, and even work performance may suffer if hearing loss goes untreated. Safety is at risk of being compromised. People with hearing loss are twice as likely to develop dementia and/or depression depending on the severity of their loss and hearing loss sufferers are three times more likely to suffer injury from falls*.

Q4. Who is eligible for this program?

A4. All VSP members who are enrolled along with their extended family are entitled to participate in the TruHearing program.

Q5. What are the highlights of the TruHearing discount program?

A5. TruHearing discount program is not insurance but works with your insurance to minimize out-of-pocket costs for hearing aids. Members have access to low, nationally fixed pricing on hearing aids. Members who buy from TruHearing save an average of \$1,850 per aid compared to national retail prices. In addition to providing aggressive discounts (30%-60%) on the latest technology in hearing instruments, the TruHearing discount program also includes:

State-of-the-art technology

- The latest technology from top hearing aid manufacturers
- Hearing solutions for virtually every type of hearing loss
- Significantly lower prices on the same models sold at retail locations

Personalized care

- Guidance and assistance from a TruHearing Hearing Consultant
- Local, professional care from an accredited provider in your area
- A hearing exam plus 1 year of follow-up visits for fitting and adjustments

Help along the way

- A worry-free purchase with a 60-day risk free trial and 3-year warranty
- 80 free batteries per aid included with non-rechargeable models
- Guides to help you adapt to your new hearing aids

Q6. What should the member expect from a TruHearing provider?

A6. The provider will conduct a comprehensive hearing exam and make recommendations based on the member's hearing loss. Once hearing aids are selected for the member, the provider will order them from TruHearing. The member should expect to pay \$45 for their exam and half the balance for the cost of the hearing aids at the time of order. The member returns to the provider's office within 3-7 days, once the hearing aids have been delivered. The provider programs the hearing aids and trains the member on the care and use of the new aids. If needed, the member can return to the provider for additional adjustments for one year beyond the purchase of the hearing aids.

Q7. Where are the network providers located?

A7. Members have access to TruHearing's contracted network of 8,850 provider locations throughout the U.S. Members may go to [truhearing.com](https://www.truhearing.com) or call 1-855-739-4034 to find the

nearest provider location and schedule an appointment. All appointments must be scheduled through TruHearing in order to access the discount program savings.

Q8. How often are batteries replaced for hearing aids?

A8. Hearing aid batteries typically last 5-7 days, so the 80 batteries provided to the member for each non-rechargeable hearing aid will last approximately 12-15 months. Additional batteries may be ordered from TruHearing at the low price of \$39 for 120 batteries. The \$39 battery offer is available for all members whether their hearing aids have been purchased from TruHearing or not.

For rechargeable battery care information, visit truhearing.com/rechargeable

Q9. Is there a charge for the hearing aid exam?

A9. Yes. Members should expect to pay \$45 for a comprehensive hearing exam. A TruHearing Hearing Consultant will verify the member's eligibility, any insurance benefits that may apply, and will inform the member of their hearing exam copayment or coinsurance responsibility. Members may also reference their Summary of Benefits to determine their out-of-pocket cost for the initial hearing exam.

Q10. Can a person also receive benefits in conjunction with a hearing aid purchased through the TruHearing program?

A10. TruHearing's discounts may be combined with a member's covered benefits to minimize out-of-pocket costs. Not all medical plans include hearing aid benefits, so members should verify their coverage prior to calling TruHearing. TruHearing will also confirm their coverage with their health plan prior to ordering their hearing aids.

Q11. Does TruHearing have a special telephone number for hearing-impaired members to contact them?

A11. Yes, telecommunications access for the hearing-impaired members using a Text Telephone (TTY) is available by dialing 711 and providing the number to TruHearing from their flyer. The TTY is a special device that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate by allowing them to type messages back and forth to one another instead of talking and listening.

Q12. Why aren't provider directories available?

A12. TruHearing's contracted network providers serve many patients in addition to those referred through our program. Consequently, TruHearing has found that members have a better experience when appointments are scheduled by a TruHearing Hearing Consultant rather than directly by the member. This provides members with a high-touch experience that helps avoid confusion at the provider's office about who the member is, what plan they belong to, and what products and pricing they have access to. Survey results show that members appreciate this approach. Providers are also added on an ongoing basis; thus, the most updated list of providers will be accessed by the member calling TruHearing.

Q13. Are all the TruHearing providers audiologists?

A13. The TruHearing network consists of both audiologists and hearing instrument specialists, both of which are highly qualified, credentialed, and licensed to dispense hearing aids.

Q14. What should a potential provider who is interested in joining the TruHearing network do?

A14. Contact TruHearing at 1-855-286-0550. This number is for potential provider use only. All other calls to TruHearing should be made with the dedicated TruHearing cobranded flyer telephone numbers.

Q15. How are the members notified of this program?

A15. Members are made aware of the TruHearing program through marketing efforts in place (Health Plan Website, member flyers, employer flyers, member mailers, etc.). Members may also visit the TruHearing web site: truhearing.com.

Q16. Can you recommend websites for members to learn more about hearing, hearing loss, and hearing aids?

A16. The following websites have valuable information that may be useful to members:

- TruHearing's website at www.truhearing.com

- National Institute on Deafness and Other Communications Disorders at www.nidcd.nih.gov
- Mayo Clinic at www.mayoclinic.com
- Healthy Hearing at www.healthyhearing.com
- Hearing Loss Association of America at www.hearingloss.org
- Better Hearing Institute at www.betterhearing.org

For all other questions related to TruHearing, hearing aids, hearing loss, or the discount program, may go to our cobranded website at truhearing.com\VSP.

Sources:

* Deal JA, Reed NS, Kravetz AD, Weinreich H, Yeh C, Lin FR, Altan A. Incident Hearing Loss and Comorbidity: A Longitudinal Administrative Claims Study. *JAMA Otolaryngol Head Neck Surg.* 2019 Jan 1;145(1):36-43. doi: 10.1001/jamaoto.2018.2876. PMID: 30419134; PMCID: PMC6439817.