

UNDERSTANDING YOUR HEARING BENEFIT AND HEARING AID PURCHASE

We are providing this information so you clearly understand how your hearing aid benefit works, who provides your care, and how your hearing aid purchase is processed.

If your hearing benefit is managed by a third-party hearing program or administrator (TPA), your hearing aid purchase is processed through that program. **Our office remains your local hearing care provider responsible for your clinical care and support according to program guidelines.**

Think of this similar to booking travel through Expedia. The hotel provides your stay, but Expedia manages the reservation process. Hearing benefit programs can work similarly – your hearing care provider delivers your care, while the program may manage pricing, payment, and benefit guidelines.

Who Does What

- **Hearing aid purchase/program management:** Your hearing benefit program
- **Clinical services** are provided by: our office
- **Warranty is provided by:** the hearing aid manufacturer

Payment

Depending on your program, financial transactions for hearing aids may be handled through the hearing benefit program. Our office may assist with processing payment through the program's portal, but **the purchase is still made through that program.**

Professional Services

The TPA determines which professional services are included with your purchase, including the number of covered follow-up visits. Our office **provides those covered services according to the program guidelines.**

Any non-covered services, additional visits, supplies, or accessories are the patient's responsibility.

We are sharing this up front so there is no confusion about who is providing your care, who is handling the hearing aid purchase, and what services may result in an out-of-pocket cost.