

Northwind Health Plus covers mental health services related to gender transition. This includes counseling and therapy visits, as well as medications related to mental health treatment.

Exceptions:

Northwind Health Plus does not cover any experimental treatments related to gender transition, such as facial hair removal, hair transplants, and voice therapy.

Tips for Employees:

- Make sure to inform your provider that you are using Northwind Health Plus to cover gender affirming care.
- Be sure to bring your Northwind Health Plus card with you to all medical and mental health appointments related to gender affirming care.
- Ask your provider for an itemized bill after each visit to ensure that all charges related to gender affirming care are included.
- Keep all receipts and documentation of your gender affirming care expenses.
- Northwind Health Plus may require pre-authorization for certain gender affirming care services. Be sure to check with your provider and Northwind Health Plus about any pre-authorization requirements.
- If you have any questions about your coverage, call Northwind Health Plus customer service.

Hearing Care

COVERED SERVICES: Hearing Care

At Contoso, we understand how important it is for our employees to stay on top of their overall health. That is why we are proud to offer comprehensive hearing care coverage through Northwind Health Plus. This coverage can be used for a variety of hearing care services, including but not limited to hearing tests and evaluations, hearing aids and other associated services, as well as hearing aid fittings and adjustments.

In order to take advantage of this coverage, employees must receive care from an in-network provider. Northwind Health Plus has a wide selection of providers in its network, making it easy to find a provider who is right for you. Additionally, the plan covers hearing aid fittings, adjustments, repairs, and replacements, as well as batteries, when necessary.

When it comes to hearing aid coverage, Northwind Health Plus covers up to \$1,500 every 3 years for all hearing aid services, including the hearing aid itself. This amount is based on the plan's usual and customary charges, and any additional costs over this amount are the responsibility of the employee.