



P.O. Box 740381
Atlanta, GA 30374

12/23/2024

Better hearing has never been easier

When it comes to your hearing, you don't want to miss a sound. UnitedHealthcare Hearing offers you choice, quality, and convenience.

As requested, here is some information to help you get started.

Make an appointment

If you haven't already, call the hearing provider below. The provider can assist you with your hearing needs and complete a no-charge comprehensive ¹ hearing test.

Provider information:

Local Provider Name: ENT and Allergy Associates

Provider Address: 1338 BRISTOL PIKE STE 201, BENSALEM, PA 19020-5679

Provider Phone Number: (215) 639-3911

Reference Number: OP-002645457

No surprises here

Our convenient portal makes it easier to understand your coverage and any out-of-pocket costs. Review the information provided here or create an online account at uhchearing.com for a personalized view of your plan benefit and device costs. Learn about our approach to enhancing overall health through better hearing.

Benefit Frequency	Hearing Aid(s) Covered	Your benefit	Benefit Max Per Ear	Deductible	Coinsurance
Every 3 year(s)	2	\$1750.00	No	No	0.00 %

¹A Comprehensive Hearing Test for the purpose of hearing aids is included at no out-of-pocket cost to you if performed after being registered and receiving this referral from UnitedHealthcare Hearing Test for a Provider Consultation

If you purchase outside of the UnitedHealthcare Hearing program, you are responsible for 100% of costs incurred and will not be reimbursed by UnitedHealthcare Hearing

A variety of options for your lifestyle and budget

Talk with a hearing care professional about what solution may be best for you.

Relate® by UnitedHealthcare Hearing	Name-brand hearing aids
Experience hearing aids designed with your needs in mind. Enjoy the price you desire along with the industry-leading quality and performance you expect.	Experience innovative technology and the latest styles from the industry's top brands.

Technology Level	Device	Price Per Device
Silver	Relate® Silver	Up to \$699
Gold	Relate® Gold	Up to \$899
Platinum	Relate® Platinum	Up to \$1,599
Classic	Name brand RX hearing aids	Up to \$1,399
Premier	Name brand RX hearing aids	Up to \$1,899

Want definitions?

For health care terms defined simply and clearly, visit the glossary at the end of this document.

Prepare for your appointment

Learn what to expect and how to get the most out of your appointment. Scan the QR code or visit <https://www.uhchearing.com/appointment-prep>.



Go to your appointment

Addressing your hearing is a big step. But you're not doing it alone. At your appointment meet with a professional for a full exam and a clear explanation of your results. The provider will recommend devices best suited for you.

After your hearing test, the hearing professional may feel more testing is still needed. If the provider recommends more testing, they may submit a claim to your health plan. You may be responsible for the out-of-pocket costs. The provider should give you an estimate of the cost of these tests and request your written approval before additional testing begins.

Paying for your devices

After you have chosen the right device for your needs, the provider will give you an estimated cost. That final out-of-pocket cost will be based on your benefits, and your contribution towards any deductibles or out-of-pocket max (if applicable). This cost could change if a new plan year starts, or the amount toward your deductible and out-of-pocket max changes before you make your payment. **Prices will include all applicable program discounts.**

If you are ready to pay for your devices the same day as your appointment, your provider can take your payment for UnitedHealthcare Hearing. Need more time? Visit uhchearing.com/payment to make a payment online or give us a call.

Fitting and follow-up

After payment, your devices will be ordered and shipped to your provider. Your hearing aids are custom programmed to your needs, so plan on your fitting taking place a few weeks later. At your appointment, the hearing professional will help you learn how to use and care for your devices.

We're here to help

If you need help or have questions, please call us at **1-855-523-9355**, TTY 711 8 a.m.– 8 p.m. CT, Monday–Friday. Thank you for starting your hearing care journey with us.

Glossary

Benefit frequency: How often your insurance will cover new hearing aid(s).

Hearing aids covered: If your benefit covers one hearing aid or two.

Your Benefit: A service, drug or item that your health insurance plan covers

Benefit max per ear: The benefit max amount is the amount of money your plan pays towards the total cost.

Deductible: The amount you could owe during a coverage period (usually one year) for health care services your health insurance or plan covers before your health insurance or plan begins to pay.

For example, if your deductible is \$1000, your plan won't pay anything until you've met your \$1000 deductible for covered health care services subject to the deductible. The deductible may not apply to all services.

Coinsurance: Your share of the costs of a covered health care service, calculated as a percentage (for example, 20%) of the allowed amount for the service. You generally pay coinsurance plus any deductibles you owe.

For example, if the health insurance or plan's allowed amount for an office visit is \$100 and you've met your deductible, your coinsurance payment of 20% would be \$20. The health insurance or plan pays the rest of the allowed amount.

The company does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

We provide free services to help you communicate with us. Such as, letters in other languages or large print. Or, you can ask for an interpreter. To ask for help, please call the member toll-free phone number listed on your ID card.

ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al número de teléfono gratuito que aparece en su tarjeta de identificación.

請注意：如果您說中文 (Chinese),
我們免費為您提供語言協助服務。請撥打會員卡所列的免付費會員電話號碼。