

## **Welcome to better hearing.**

Thank you for trusting UnitedHealthcare Hearing on this first step towards better hearing.

What's included with your UnitedHealthcare hearing aids:

**Support at your fingertips.** Hearing aid apps make using hearing aids even easier. Many hearing aid apps offer volume or program adjustments. Some apps even give advice on how to use and care for your devices.

**Connect to your devices.** Connect<sup>1</sup> to your smartphone for hands-free phone calls, podcasts streaming or listening to music. Enjoy greater speech clarity while watching movies with hearing aids wirelessly connected to your TV or tablet.

**Batteries? We have you covered.** Each purchase includes a supply of batteries that will ship to your home. If you purchased a rechargeable device, a charger will be provided at your fitting.

**Accidents Happen.** Our hearing devices includes a warranty which covers repairs and a 1-time loss/damage replacement. If you need help with a loss replacement, start by calling your provider. There may be a professional fee depending on your coverage. If a hearing aid is lost during the trial period, it is non-refundable.

## **Follow-up support fit for you**

Every hearing aid includes a 60-day trial period. During this time, wear your hearing aids in your normal daily activities and see what they can do for you. If you aren't satisfied with your purchase or think your hearing aid(s) aren't working properly, call your provider and see if they can help you resolve the issue. Please note, if a hearing aid is lost during the trial period, it is non-refundable.

After your 60-day trial period, you have 3 follow-up visits with your hearing care professional included at no extra cost within the first year. If you need more hands-on support, be sure to talk to your provider. Your provider may offer service plans or charge a fee per service beyond these included visits with your purchase.

Your Hearing Healthcare Provider  
Valley Audiology and Hearing Center  
Kamila Bome  
(267) 684-6171

**Better hearing has never been easier.**

**Questions? UnitedHealthcare Hearing Is here to help.**

If you need help or have questions, please contact UnitedHealthcare Hearing at

**1-855-523-9355**, TTY 711 8 a.m. to 8 p.m. CST, Monday – Friday. Thank you for starting your hearing care journey with us.

<sup>1</sup>*Not all hearing aids have Bluetooth capabilities.*

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。