

Beltone Hearing FAQ

Q. What is the hearing care benefit?

A. Through Beltone, members will receive a 15% discount and a free hearing screening at over 1,300 Beltone locations throughout the US. In addition, a mail order program that offers discounts of 20% to 60% on most brands is available in all 50 states.

Q. How many times per year may I use my hearing discount?

A. There is no limit on the number of times you may use your discount card for any benefit.

Q. Will my spouse use the same membership card?

A. Yes. One membership includes you, your spouse, and your legal dependents.

Q. Is the discount the same at all Beltone locations?

A. Yes. All Beltone locations will offer a 15% discount and a free hearing screening.

Q. Will I have a selection of hearing aids from which to choose?

A. Beltone offers 70 models of hearing devices through 1300+ Beltone locations.

Q. What states do not allow hearing aids to be bought through the mail?

A. This program is currently available in all 50 states.

TruHearing FAQ

Q. What services are included in the TruHearing Program?

- A. Significant discounts on the purchase of hearing instruments.
- An excellent customer service call center to handle all questions and scheduling.
 - Two-year warranty on all included products with an option to purchase an extended warranty.
 - 45-day trial period with a money-back guarantee.
 - Free hearing screening plus three (3) free visits to the hearing professional.
 - Patient financing options.
 - Large and rapidly expanding network of participating providers.

The TruHearing preferred prices* are as follows:

- \$995 for one Basic (100% digital, 2 channels, 2 memories) the MSRP = \$1595, a saving of 37%
- \$1495 for one Medallion (100% digital, 7 channels, 3 memories, voice processing, feedback detection) the MSRP = \$3595, a saving of 58%
- \$1995 for one Ultra (100% digital, 14 channels, 3 memories, feedback detection 6 compression areas, noise reduction, speech preservation etc.) the MSRP = \$4755, a saving of 58%

*All preferred prices are considered "payment in full" when covered services are rendered by a participating TruHearing provider.

Q. Do prices vary by style within a particular hearing model or class?

A. The TruHearing prices do not vary for a different size or model of hearing aids within the class (Basic, Medallion or Ultra). For example, within the Medallion class, the Medallion is priced the same for a Completely-In-the-Canal model, as opposed to any larger size such as a Behind-the-Ear hearing instrument. This is just one of the features that sets TruHearing apart from other programs, as it is the industry standard to charge more for smaller sized hearing instruments.

Q. Who is eligible for the TruHearing Program?

A. Eligible persons include the member, the member's spouse and the member's legal dependents, as well as the member's parents and grandparents.

Q. What does the TruHearing Warranty cover?

A. During year 1, the warranty covers any loss or damage with full replacement. During year 2, the warranty covers repairs only. During year 3, the member may purchase an extended warranty. The current average cost is \$150 per year.

Q. What type of providers are in the TruHearing Network?

A. The TruHearing network is comprised of only the best in hearing professionals. These include Doctors of Audiology, Audiologists, and Board Certified Hearing Instrument Specialists. All must have current state licenses.

Q. What constitutes a complimentary hearing screening under the TruHearing Program?

A. A screening from a hearing professional is simply a pass/fail test. Hearing aids will not be prescribed on just a screening alone. If an individual fails a hearing screening, a full diagnostic test will be administered. Full diagnostic testing can be charged to the patient from an audiologist. In most cases only a co-pay is expected from the patient. If a Hearing Instrument Specialist is performing the testing, the full diagnostic testing will always be free of charge to the patient.

Q. How do Members access the TruHearing Program?

A. Members begin by calling the toll-free TruHearing Customer Call Center to schedule their complimentary examination. The member will then be guided through the process from beginning to end.