



Hear well. Live well.

Feel your best with hearing benefits built right into your Kaiser Permanente Medicare health plan. Your plan includes a **\$2,500** per ear hearing aid allowance every 36 months.

Good hearing allows you to fully enjoy life. You're more confident, secure, and connected to your world.

Why hearing coverage?

- Among people over 50, hearing loss is the third most common health issue, behind heart disease and arthritis.
- If you have trouble hearing the television or following conversations, you may be experiencing hearing loss.
- You can improve your quality of life with the latest hearing products that are smaller, more effective, and more comfortable than they were in the past.

Kaiser Permanente Senior Advantage (HMO) hearing benefits can help make sure you're not missing the sounds and conversations that make life more fulfilling.

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Frequently asked questions

Hearing services for Kaiser Permanente members are provided together with:

- Kaiser Permanente Audiology Department
- HEARx West, doing business as HearUSA, is a limited liability company owned by The Permanente Federation LLC, Kaiser Foundation Health Plan, Inc., and HearUSA (a wholly owned subsidiary of WS Audiology). The Southern California Permanente Medical Group has a membership interest in The Permanente Federation. HearUSA works with your health plan to provide a broad range of affordable hearing care products and services.

Q: Which hearing tests are covered?

A: Your current Kaiser Permanente Senior Advantage plan covers hearing tests to check if you need hearing correction or to make a diagnosis when you think you're having a hearing problem. You can get a diagnostic audiology test for the office visit copay that's described in your Senior Advantage **Evidence of Coverage**. If you think you're losing your hearing, call the Kaiser Permanente Audiology Department. You will be charged an office visit copay if the Kaiser Permanente Audiology Department gives you a diagnostic hearing evaluation. You may also obtain a diagnostic hearing evaluation at a HearUSA location – contact HearUSA directly for scheduling and pricing information.

Senior Advantage also covers hearing aid checks that help your hearing care professional recommend the correct hearing aid for you and confirm that the aid matches your prescription – at no extra charge. HearUSA will also test your hearing aids at no extra charge to make sure that they are working properly.

If you think you might have hearing loss, call the Kaiser Permanente Audiology Department.

Q: If I have hearing loss, are hearing aids covered?

A: As a Kaiser Permanente member, you'll get a **\$2,500** allowance toward the purchase of a hearing aid in each ear. This credit is available once every 3 years. If your hearing aids costs

more than your allowance, you'll need to pay the difference. For details, see your Senior Advantage **Evidence of Coverage**.

Q: Where can I get my hearing aids?

A: To use your hearing aid benefit, you must purchase the aid at any of the HearUSA locations in Southern California. To find a location near you, visit hearusa.com or call HearUSA toll free at **1-855-825-4702 (TTY 711)**, Monday through Friday, 5 a.m. to 5 p.m. (Note: Kaiser Permanente Audiology Departments do not service or carry hearing aids.)

Q: What if I have a medical problem with my hearing?

A: If the Kaiser Permanente or HearUSA hearing care provider finds a medical problem during your exam, he or she will update your primary care doctor and help you get the correct medical follow-up.

Q: What if I need service or repairs on my hearing aids?

A: If you bought your hearing aid(s) at HearUSA, you have a limited warranty for a 3-year period. Batteries, repairs, and accessories are not covered under this benefit. Hearing aids and related services purchased at HearUSA may be covered by additional warranty by HearUSA – you should contact your HearUSA location for more details and options available to Kaiser Permanente members.

Kaiser Permanente is an HMO plan with a Medicare contract. Enrollment in Kaiser Permanente depends on contract renewal. You must reside in the Kaiser Permanente Medicare health plan service area in which you enroll.