



# New Hearing Aid Benefit

Hearing aids are now a covered benefit under your Aetna Choice® POS II and Aetna Open Access® health plans. It is available immediately and will provide up to a \$2,500 allowance every 36 months for hearing aids purchased on or after Jan. 1, 2019. This benefit is not subject to any co-payment or deductible. However, because hearing aids are not covered as a rule, this benefit is only available on a reimbursement basis. Hearing Aid services may be provided by either an in-network or out-of-network provider. Your annual preventative care benefit provides for a routine hearing exam at no cost to you *only* when services are provided by an in-network provider.

## How does the benefit work?

- \$2,500 allowance every 36 months is the maximum benefit available for either one hearing aid or a pair; hearing exam is not payable under this benefit, however it is covered under the annual preventative care benefit.
- In-network providers can bill Aetna for the hearing exam and the claim will be processed accordingly. Members will be required to pay upfront for the hearing aids and submit their claim to Aetna for reimbursement. Please see attached claim form including instructions on how to submit or visit Aetna's member website at [www.aetna.com](http://www.aetna.com) to file your claim for reimbursement. Complete items 1-19 and sign item 25. Do not sign item 26. This form does not need to be completed by a provider or supplier. Attach a copy of your receipt (do not send original) and include your name, date of service, type of service (hearing aid), and your relationship to the employee. Refer to the back of your ID card for claim mailing address.
- A list of participating providers can be found at [www.aetna.com](http://www.aetna.com) and you can also find out about other benefits available to you under the Aetna Discount Programs, such as discounts on hearing aid service and cleaning as well as batteries.
- Members are required to use in-network providers for the routine hearing exam and will be required to pay upfront for hearing aids and submit their claim to Aetna for reimbursement.

## For additional information regarding hearing loss, benefit details and/or provider access, call:

Aetna Member Services: 855-281-8858 (or [www.aetna.com](http://www.aetna.com) for web access) or contact Jody Juhnke, your On-site Account Associate, at 239-533-2049.

