



## Hear well. Live well.

Feel your best with hearing benefits built right into your Kaiser Permanente Medicare health plan.

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 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, a joint venture between Kaiser Permanente and HearUSA. 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 Kaiser Permanente Senior Advantage plan covers hearing tests for the 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'll be charged an office visit copay if HEARx West or the Kaiser Permanente Audiology Department gives you a diagnostic hearing evaluation.

Senior Advantage covers hearing aid checks that help your audiologist recommend the correct hearing aid for you and confirm that the aid matches your prescription – at no extra charge. HEARx West will also test your hearing aids at no extra charge to make sure that they're working properly.

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

**A:** As a Kaiser Permanente member, you'll get an 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:** You may use your hearing aid benefit at any of the HEARx West locations in Southern California. To find a location near you, visit [hearusa.com](http://hearusa.com) or call HEARx West at **1-800-700-3277** (TTY **711**), Monday through Friday, 5 a.m. to 5 p.m. If you don't live near a HEARx West facility, a HEARx West representative can help you find a provider in your area. Note: Kaiser Permanente Audiology Departments don't service or carry hearing aids.

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

**A:** If the Kaiser Permanente or HEARx West audiologist finds a medical problem during your exam, he or she will update your 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 at HEARx West, you have a limited warranty for a 3-year period. You should contact your HEARx West location for more details. Batteries, repairs, and accessories are not covered under this hearing aid benefit.

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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.