

UnitedHealthcare Hearing Quick Reference Guide.

1. Who is UnitedHealthcare Hearing?

UnitedHealthcare Hearing is UnitedHealthcare's hearing division that helps make hearing health care more accessible and affordable to members. UnitedHealthcare Hearing offers:



- The widest selection of hearing aids in the industry, including thousands of technology options at multiple price points.
- The largest URAC-accredited network of hearing providers with more than 5,500 providers nationwide.
- An integrated, end-to-end member experience.

2. What types of providers participate in the UnitedHealthcare Hearing network?

Participating providers include ENTs, Audiologists and Hearing Aid Dispensers. In order to service eligible plan members, providers must be credentialed and contracted directly with UnitedHealthcare Hearing.

3. Which member's hearing aid benefits are covered by UnitedHealthcare Hearing?

UnitedHealthcare Hearing offers exclusive hearing healthcare coverage including routine hearing exams and hearing aids to many UnitedHealthcare Group Medicare Advantage plan members and most UnitedHealthcare Individual Medicare Advantage plan members.

4. If I am a UnitedHealthcare contracted care provider, may I submit hearing aid claims directly to UnitedHealthcare?

No. If a member is enrolled in a plan in which UnitedHealthcare Hearing is the exclusive hearing aid provider claims will be denied. You must participate in the UnitedHealthcare Hearing network in order to service these plan members.

5. How can I validate a member's benefit eligibility?

Go to uhcprovider.com and log into LINK to validate member specific benefits.









6. What does UnitedHealthcare Hearing do to help plan members?

UnitedHealthcare Hearing handles all eligibility, billing and out-of-pocket collections for eligible hearing services.

7. What types of hearing aids does UnitedHealthcare Hearing offer?

UnitedHealthcare Hearing offers thousands of name brand and private-labeled hearing aids from the industry's top brands, including Beltone™, Oticon, Phonak, ReSound, Signia, Starkey®, Unitron™ and Widex®.

	 Right2You Virtual Care and Direct Delivery		 In-person Care	
Hearing Aid Models/ Styles	 Relate rechargeable BTE and RIC models.	 Phonak rechargeable RIC models.	 11 Relate models in multiple styles, including custom shells.	 2,000+ models in multiple styles.
Support for Member's Hearing Needs	<ul style="list-style-type: none"> • 70-day trial period. • 3-year extended warranty covers repair and a 1-time loss/damage replacement.* • 3 follow-up virtual visits included at no cost.** • Charging case, wax pick brush and cleaning pin included with each hearing aid purchase. 		<ul style="list-style-type: none"> • 45-day trial period. • 3-year extended warranty covers repair and a 1-time loss/damage replacement.* • 3 follow-up visits included at no cost.** • Extra batteries or charging case, wax pick brush and cleaning pin included with each hearing aid purchase. 	

BTE = behind-the-ear, RIC=receiver-in-canal

8. Where would I direct plan members to be serviced by UnitedHealthcare Hearing?

- Group Retiree Medicare Advantage plan members can be directed to UnitedHealthcare Hearing by calling **1-866-445-2071** 8 a.m. to 8 p.m. CT, Monday through Friday or by accessing UHChearing.com/Retiree.
- Individual Medicare Advantage plan members can be directed to UnitedHealthcare Hearing by calling **1-888-523- 9355** 8 a.m. to 8 p.m. CT, Monday through Friday or by accessing UHChearing.com/Medicare.

9. How can I become a UnitedHealthcare Hearing participating provider?

 Send an inquiry to: JoinUs@UHChearing.com to learn more.

**United
Healthcare
Hearing**

* One-time professional fee may apply.

** After 1 courtesy appointment during the trial period. Hearing aids purchased in the Basic technology level receive 1 virtual follow-up visit.

UnitedHealthcare Hearing is provided through UnitedHealthcare, offered to existing members of certain products underwritten or provided by UnitedHealthcare Insurance Company or its affiliates to provide specific hearing aid discounts. This is not an insurance nor managed care product, and fees or charges for services in excess of those defined in program materials are the member's responsibility. UnitedHealthcare does not endorse nor guarantee hearing aid products/services available through the hearing program. This program may not be available in all states or for all group sizes. Components subject to change.

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