

UnitedHealthcare Hearing

Quick reference guide

1. Who is UnitedHealthcare Hearing?

UnitedHealthcare® Hearing is the hearing division of UnitedHealthcare, which is designed to help make hearing health care more accessible and affordable to members. UnitedHealthcare Hearing offers:



- A wide selection of hearing aids in the industry, including thousands of technology options at multiple price points
- An expansive, URAC-accredited network of more than 7,000 hearing providers nationwide
- An integrated, end-to-end member experience

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

Participating providers include ear, nose and throat physicians, audiologists and hearing aid dispensers. Providers must be credentialed and contracted directly with UnitedHealthcare Hearing to service eligible plan members.

3. What health care plans are covered by UnitedHealthcare Hearing?

UnitedHealthcare Hearing offers exclusive hearing health care coverage — including coverage for exams and hearing aids — to many UnitedHealthcare Group Medicare Advantage plan members and most UnitedHealthcare Individual Medicare Advantage plan members.

4. I am a UnitedHealthcare provider. Can I submit hearing aid claims directly to UnitedHealthcare?

No. You must participate in the UnitedHealthcare Hearing network to service patients who are members of UnitedHealthcare Hearing plans. Claims submitted to UnitedHealthcare for servicing these patients will be denied.

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





- Sign in at UHCprovider.com with your username and password
- Use the member's identifying information to locate and validate the member's specific benefits

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

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

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

UnitedHealthcare Hearing offers a wide selection of hearing aids with thousands of models from private labels, such as Relate™, and industry-leading name 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 members' hearing needs	<ul style="list-style-type: none"> • 70-day trial period • 3-year extended warranty covers repair and a one-time loss or damage replacement¹ • Up to 3 follow-up virtual visits included at no additional cost² • Charging case included with each hearing aid purchase 		<ul style="list-style-type: none"> • 45-day trial period • 3-year extended warranty covers repair and a one-time loss or damage replacement¹ • 3 follow-up visits included at no additional cost² • Extra batteries or charging case included with each hearing aid purchase 	

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

8. Where can UnitedHealthcare Hearing members get service information for their specific plan?

Members can find information about their plan online or they can reach out to us by phone.

Group Retiree Medicare Advantage	uhchearing.com/retiree	866-445-2071 Monday–Friday 8 a.m.–8 p.m. CT
Individual Medicare Advantage	uhchearing.com/medicare	855-523-9355 Monday–Friday 8 a.m.–8 p.m. CT
Special Needs Plan (SNP) Medicare Advantage	uhchearing.com/snp	877-704-3384 Monday–Friday 8 a.m.–8 p.m. CT

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



Connect with us at joinus@uhchearing.com for details about UnitedHealthcare Hearing and information on becoming a participating provider.

¹ A one-time professional fee may apply.

² Virtual visits are available following 1 courtesy appointment during the trial period. Hearing aids purchased in the Silver technology level receive 1 virtual follow-up visit. Group Retiree members are eligible for 1 in-person, 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 and/or services available through the hearing program. This program may not be available in all states or for all group sizes. Components are subject to change.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc., or their affiliates.

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