

UnitedHealthcare Hearing

Frequently asked questions

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, including thousands of 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 Peoples Health Medicare Advantage plan members, Preferred Care Partners Medicare Advantage plan members, Rocky Mountain Medicare Advantage Plan members, most UnitedHealthcare Medicare Advantage Individual plan members, many UnitedHealthcare Group Medicare Advantage and Senior Supplement plan members.

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

No. You must be contracted and participate in the UnitedHealthcare Hearing network to service patients that have benefits exclusively with UnitedHealthcare Hearing. Claims submitted to UnitedHealthcare for servicing these patients will be denied.

5. How can I learn more about UnitedHealthcare Hearing or become a participating provider?

- Visit our website at: [UHChearing.com](https://uhchearing.com)
- Contact us by email at: Joinus@uhchearing.com
- Call us at 1-855-523-9355 Monday-Friday 8 a.m.-8 p.m. CST

6. 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

7. 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.

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

UnitedHealthcare Hearing offers a wide selection of hearing aids with thousands of models, such as Relate™, and industry-leading name brands, including Beltone™, Oticon, Phonak, ReSound, Signia, Starkey®, Unitron™ and Widex®.

	 Direct Delivery and Virtual Care¹	 In-Person Care
Models/ styles	 Relate rechargeable BTE and RIC models	 Phonak rechargeable RIC models
Features	Recharging capabilities, connection to 2 Bluetooth® devices, iOS® and Android® compatibility, hands-free phone calls with tap control, remote adjustments, smartphone app	Most advanced technology available for superior sound quality
Support at no additional cost	<ul style="list-style-type: none"> • 60-day trial period • 3-year extended warranty covers repair and 1-time loss/damage replacement² • 3 follow-up virtual visits included at no cost <ul style="list-style-type: none"> • Hearing aids purchased in the Silver technology level receive 1 follow-up visit 	<ul style="list-style-type: none"> • 60-day trial period • 3-year extended warranty covers repair and 1-time loss/damage replacement² • 3 follow-up visits included at no cost <ul style="list-style-type: none"> • Hearing aids purchased in the Silver technology level receive 1 follow-up visit

BTE = behind-the-ear, RIC = receiver-in-canal ¹In-person visit to a local hearing provider may be required. ²One time professional fee may apply.

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



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/services available through the hearing program. This program may not be available in all states or for all group sizes. Components 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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