



## 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 is 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

Senior Advantage hearing services are provided at Kaiser Permanente Hearing Centers, which offer professional hearing aid services, products, and accessories.

## Q: Which hearing tests are covered?

**A:** Your current Kaiser Permanente Senior Advantage plan covers hearing tests to check if you need hearing correction or to make a diagnosis when you think you're having a hearing problem. You can get a diagnostic audiology test for the office visit 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 will be charged an office visit copay if 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. Your audiologist will also test your hearing aids at no extra charge to make sure that they are working properly.

If you think you might have hearing loss, call the Kaiser Permanente Audiology Department.

## 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 Kaiser Permanente Hearing Centers. To find a location near you, visit [kphearingcenters.com](http://kphearingcenters.com).

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

**A:** If a Kaiser Permanente Hearing Center audiologist finds a medical problem during your exam, he or she will update your primary care doctor and help you get the correct medical follow-up.

## Q: What if I need service or repairs on my hearing aid?

**A:** If you bought your hearing aid(s) at a Kaiser Permanente Hearing Center:

- You have up to a 3-year manufacturer's warranty and a 3-year loss and damage warranty.
- You can bring it in for repairs and servicing at any of our Northern California locations.
- Batteries and accessories are not covered under this hearing aid benefit.

Contact your local Kaiser Permanente Hearing Center for more details.

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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.