

# Improve Health and Wellness with Your Hearing Aid Benefit

Welcome to **NationsHearing®**! As a valued **VIVA MEDICARE** member, you have a hearing aid benefit that gives you everything you need to manage your hearing health. With this benefit, you get a discount on the hearing aids you buy, and you pay part of the cost.

You can choose between prescription hearing aids that are sold as a separate purchase for each ear or over-the-counter (OTC) hearing aids that are sold as a pair (one for each ear).

Prescription hearing aids are for people with mild to severe hearing loss. You need to take a hearing test either with an audiologist, online with NationsHearing, or in the Hoover, Mobile, or Montgomery VIVA HEALTH Café using a Digital Hearing Center, before you can get prescription hearing aids. Your hearing aid is fitted to your ear and tested to make sure you can hear clearly.

OTC hearing aids are for people with only mild or moderate hearing loss. You do not need a prescription or a hearing exam to get OTC hearing aids. You will fit the hearing aids into your ears yourself and use pre-set programs to figure out what works best for your hearing.

## YOUR BENEFIT INCLUDES:



### An Annual Hearing Test with No Out-Of-Pocket Cost

*Taking your hearing test is easy:*

- Call **877-209-5189 (TTY: 711)** to speak with a Member Experience Advisor who will schedule your hearing test with a local hearing aid provider
- Visit **VIVA.NationsBenefits.com/Hearing** to take your hearing test online

You can use a computer, tablet, or smartphone. All **VIVA HEALTH** Cafés have free Wi-Fi you can use. Visit **VivaHealth.com/Medicare/Cafes** to find the café closest to you. The Hoover, Montgomery, and Mobile **VIVA HEALTH** Cafés have a Digital Hearing Center that lets you take your hearing test right in the café.



### Great Service

*Going above and beyond with:*

- Quality care from a hearing aid provider in your area
- A dedicated team of Member Experience Advisors



### Prescription hearing aids come with:

- 60-day trial period from date of fitting, 100% money-back guarantee
- Three-year manufacturers' repair warranty
- Three follow-up visits to make sure you are happy<sup>1</sup>
- Three years of batteries included<sup>2</sup>

**Reminder:** Prescription hearing aids can be bought for one ear or both ears.

### OTC hearing aids do not need a hearing exam and come with:

- 60-day, 100% money back trial period from date of purchase
- Rechargeable technology
- 1 - 3 year limited manufacturer's warranty, depending on the technology level

**Reminder:** OTC hearing aids bought through NationsHearing are only sold in pairs.

**All hearing aids must be purchased through NationsHearing and their in-network partners. You can choose a pair of OTC hearing aids or prescription hearing aids – not both.**

**CALL TODAY OR GO ONLINE TO GET STARTED!**

## How to Order Over-the-Counter (OTC) Hearing Aids.



Visit [NationsHearing.com/VIVA](https://NationsHearing.com/VIVA)



Once logged in you can access a selection of high-quality OTC hearing aids with discounted co-pays



Login to the Member Portal, using your member ID, last name, and date of birth



Order online from the portal to have them shipped directly to your home

## How to Order Prescription Hearing Aids.



### Call

Call **877-209-5189 (TTY: 711)** and speak with a Member Experience Advisor to schedule a local provider hearing exam.



### Fit

The provider will fit your hearing aids and schedule any necessary follow up appointments.



### Exam

If the exam results indicate hearing loss, NationsHearing® will work with you to select the highest quality hearing aids to best meet your needs.



### Enjoy the sound

Experience the magic of perfect sound with our state-of-the-art hearing aids! Hear every laugh, word, and note with stunning clarity. Lightweight and comfortable, they fit seamlessly into your life. Rediscover the joy of hearing—because every sound counts!

# Why Hearing Health is Important

Poor hearing affects every area of your life. Studies have linked untreated hearing loss to dizziness, falls, relationship problems, and safety risks.<sup>3</sup> The good news is that around 95% of people with hearing loss could benefit from wearing hearing aids.<sup>4</sup> That's why providers in our network work with you to choose hearing aids that meet your lifestyle needs.

## State-of-the-Art Technology

Hearing technology has improved over the years. Today's hearing aids have features made for your comfort that are easy to use.



GET STARTED TODAY!

To find out more about your hearing aid benefit, call NationsHearing at **877-209-5189 (TTY: 711)** or visit **VIVA.NationsBenefits.com/Hearing**

Member Experience Advisors are ready to take your call from 8 a.m. - 8 p.m. every day, except when closed for federal holidays. Language support services are available free of charge.



<sup>1</sup> Within the first year of fitting date.

<sup>2</sup> Not applicable to the purchase of rechargeable hearing aid models.

<sup>3</sup> "Hearing Loss: A Common Problem for Older Adults." National Institute on Aging, U.S. Department of Health and Human Services, [www.nia.nih.gov/health/hearing-loss-common-problem-older-adults](http://www.nia.nih.gov/health/hearing-loss-common-problem-older-adults).

<sup>4</sup> "Quick Statistics About Hearing." National Institute of Deafness and Other Communication Disorders, U.S. Department of Health and Human Services, 1 Apr. 2021, [www.nidcd.nih.gov/health/statistics/quick-statistics-hearing](http://www.nidcd.nih.gov/health/statistics/quick-statistics-hearing).

VIVA HEALTH complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including sex characteristics, including interstitial intersex traits: pregnancy or related conditions; sexual orientation; gender identity; and sex stereotypes).

Call us at 1-800-633-1542 (TTY: 711). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電

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