

Frequently Asked Questions

Q: How does NationsHearing® work with my health plan?

A: Your health plan has partnered with NationsHearing to bring you the most comprehensive hearing aid and services benefit. NationsHearing offers quality, cost-effective care and the most advanced hearing aids and affordable pricing.

Q: What if I already had a hearing test with another provider?

A: If your test is less than 6 months old, bring a copy of the results to your NationsHearing provider. It is possible your new provider will conduct their own hearing test since it is the basis for fitting and programming your new hearing aids.

Q: What do you charge for a hearing test?

A: As part of your NationsHearing benefit, you will receive an annual hearing test with no out-of-pocket cost.

Q: How do I select a NationsHearing provider?

A: Our Member Experience Advisors will find you a local hearing care professional from our 8,000+ provider network across the U.S.

Q: What brands of hearing aids do you offer?

A: NationsHearing offers the latest hearing aids from all major manufacturers. That means you have access to the most cutting-edge technologies and affordable pricing for more than 1,200 makes and models. Today's hearing aids are enhanced with state-of-the-art features and designed for your comfort and lifestyle.

Many of the hearing aids available today are Bluetooth^{®+} enabled and allow you to connect directly with your cell phone.

Q: When I order my hearing aids, is there a warranty included?

A: Yes. NationsHearing offers a 3-year repair warranty and one-time Lost, Stolen or Damaged (LS&D) replacement coverage* per hearing aid. To file a claim, call us at 800-921-4559, pay your deductible and we will order the replacement hearing aid(s).

Once the device has arrived, your NationsHearing advisor will contact you to schedule an appointment for reprogramming and refitting.

Q: Will I need to order batteries for my hearing aids?

A: No. Your hearing aid comes with batteries and your NationsHearing benefit includes three years of batteries** (per device), at no additional cost.

Q: What is the return policy?

A: NationsHearing offers a 60-day, 100% money-back guarantee, regardless of the reason for the return.

Q: How do I get started?

A: Call 877-246-1666 (TTY: 711), Monday through Friday, 8:00 a.m. to 8:00 p.m. ET and speak with a Member Experience Advisor, who will schedule your no-cost hearing test with a local hearing provider.

Once you've taken your hearing test, your provider will review the results. If necessary, they will work with you to select the highest quality hearing aid(s) at the best value for your benefit plan.

NationsHearing will then work with your hearing provider to help you get fitted with your new hearing aid(s) and schedule any necessary follow-up visits.

*Deductibles vary by manufacturer and typically range from \$175-\$225.

**Not applicable to the purchase of rechargeable hearing aid models.

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