



## **Turning up the volume on your hearing care program**



As an Anthem member, you have access to a wide range of hearing benefits through Hearing Care Solutions (HCS). With more than 35 years of combined experience in hearing healthcare and with more than 4,500 locations nationwide, HCS can help deliver the care you need to hear — and live — better.

**See the next page to learn how to take advantage of your benefits!**

# How to obtain hearing care under your plan

HCS will stay on the phone with you while they schedule an appointment with a contracted hearing care provider in your area. On the day of your appointment, you will receive a comprehensive hearing exam and discuss the right hearing aid option for you.

HCS will work directly with Anthem and you will only pay for any allowable charges that exceed the benefit amount. Allowable charges may vary according to the hearing aid technology.

For your hearing aid to be covered, our partner, Hearing Care Solutions must be used for both in-network and out-of-network benefits. If you choose to go to an out-of-network provider, your provider must have the hearing aid supplied by Hearing Care Solutions.

If your out-of-network provider needs assistance with your hearing aid coverage process, they can reach Hearing Care Solutions at:

- Email:  
**OONproviders@hearingcaresolutions.com**
- Phone: 855-435-5755
- Online:  
**www.hearingcaresolutions.com/out-of-network**

## Here are some of the benefits of visiting an in-network HCS provider:

- Three-year manufacturer's warranty, including loss, damage, and repair (manufacturer's deductible may apply)
- 60-day evaluation period
- One year of follow-up care at no charge, with original provider
- 12-month interest-free financing available to qualified applicants
- Access to HCS doctor of audiology and product specialists to respond to your questions or make recommendations

If your out-of-network provider did not bill your hearing exam for you, you can submit hearing exam claims directly to HCS by fax, email, or mail and must include the HCS member reimbursement form and receipt. You can download the member reimbursement form at **www.anthem.com/ca**.

For any additional questions, please call the number on the back of your plan membership card or visit **www.anthem.com/ca**



**If you have any questions, Call HCS at 1-855-312-2545, Monday to Friday, 5 a.m. to 5 p.m. PT.**

Hearing Care Solutions, an independent company, provides hearing benefit management on behalf of Anthem Blue Cross.

We do not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age or disability in our health programs and activities.

Out-of-network/non-contracted providers are under no obligation to treat plan members, except in emergency situations. Please call the Member Services number on your ID card or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

English: You have the right to get this information and help in your language for free. Call the Member Services number on your ID card for help. (TTY: 711)

Spanish: Tiene el derecho de obtener esta información y ayuda en su idioma en forma gratuita. Llame al número de Servicios para Miembros que figura en su tarjeta de identificación para obtener ayuda. (TTY: 711)

Chinese: 您有權使用您的語言免費獲得該資訊和協助。請撥打您的 ID 卡上的成員服務號碼尋求協助。(TTY: 711)

Anthem Blue Cross are HMO, HMO POS plans with a Medicare contract. Anthem Blue Cross Life and Health Insurance Company and Anthem Blue Cross Retiree Solutions are PPO plans with a Medicare contract. Anthem Blue Cross is an SNP plan with a Medicare contract and a contract with the California Medicaid program. Enrollment in Anthem Blue Cross, Anthem Blue Cross Life and Health Insurance Company and Anthem Blue Cross Retiree Solutions depends on contract renewal. Anthem BC Health Insurance Company is an LPPO plan with a Medicare contract. Enrollment in Anthem BC Health Insurance Company depends on contract renewal. Anthem BC Health Insurance Company is the trade name of Anthem Insurance Companies, Inc. Independent licensee of the Blue Cross Association.