



## Anthem and MPI: turning up the volume on your hearing care program

As an Anthem Medicare Preferred (PPO) plan 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 health care and with more than 4,500 locations nationwide, HCS can help deliver the care you need to hear – and live – better.

### Your benefits

- Up to \$3,000 every 36 months toward the purchase of eligible hearing aid technology – combined in network and out of network!
- \$0 copay for one routine hearing exam every 12 months\*
- \$0 copay for hearing aid evaluation
- \$0 copay for eligible hearing aids
- Free battery supply during the first three years, with a 64-cell limit per year, per hearing aid

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

# How to obtain hearing care under your plan

- Call **1-855-312-2545** (Monday through Friday, 5 a.m. to 5 p.m. PT). 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.

## 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 provider is not in the HCS network, you may be eligible for reimbursement for any payments made. Complete and mail or fax the Hearing Care Solutions reimbursement claim form, along with the signed purchase agreement and a receipt to:

### Hearing Care Solutions

5889 Greenwood Plaza Boulevard, Suite 300

Greenwood Village, CO 80111

Email: [claims@hearingcaresolutions.com](mailto:claims@hearingcaresolutions.com)

Fax: **303-889-5137**

Telephone: **1-855-998-6769**

For any additional questions, please call your Anthem Medicare Preferred (PPO) plan Member Services team at **1-833-794-0312** or, for TTY users, **711**, Monday through Friday, 5 a.m. to 6 p.m. PT or 8 a.m. to 9 p.m. ET, except holidays, or visit [www.anthem.com/ca](http://www.anthem.com/ca).

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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 **1-833-794-0312** (TTY:711)。

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

Llame al **1-833-794-0312** (TTY: 711).

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.