



# The Hearing Care Solutions Program



## Schedule an Appointment

To schedule an appointment, call our toll free number: (855) 312-2545. A Customer Care Representative will review your hearing benefits and schedule a hearing exam at the location most convenient for you.



## Complete Hearing Exam

You will receive a complete annual hearing exam at no charge. At the initial appointment, your provider will perform the hearing evaluation and discuss the results with you.



## Selecting your Hearing Aids

If you are a candidate for hearing aid(s), the provider will make recommendations based on your lifestyle and hearing loss. HCS offers multiple levels of technology from up to 9 major manufacturers. Your provider will submit the order for hearing aids to HCS for review and processing.



## Payment

If applicable, an HCS Accounts Receivable Specialist will contact you for payment. The hearing aids will ship directly to your provider.



## Hearing Aid Fitting

Your local provider will contact you to schedule your fitting appointment. They will counsel you on how to use your new devices and ensure an appropriate and comfortable fit. Your hearing aids include a 60-day evaluation period.



## Batteries

Upon completion of the 60-day evaluation period, HCS will ship a 1-year supply of batteries (up to 64 cells per ear) directly to you.



## Follow Up Care

The HCS Clinical Team is available to answer any questions in regard to your new instrument(s). You will also receive 1-year of routine in-office servicing and follow-up care, with your original provider, at no charge. All hearing instruments purchased through HCS include a 3-year comprehensive warranty covering loss, damage, and repair.

# Call to schedule your hearing exam!

(855) 312-2545 8AM to 8PM Eastern Time, Monday-Friday