



Hear the important things in life.

Affordable hearing aids through hi HealthInnovations.

If you've started to notice a change in your hearing, you're not alone. Hearing loss is the third most common chronic condition among older Americans, and 40% of people age 65 and older are hearing impaired.¹ It may impact how you connect with your family, friends and the world around you. Left untreated, it can also lead to additional health problems such as depression and dementia, and has been linked to heart disease, diabetes and stroke.²



Fortunately, over 90% of people with hearing loss can be treated with hearing aids.³

Better hearing results are connected to earlier use of hearing aids.⁴

Hearing aids at a low cost to Trust Plan Members.

As a member of this plan, you will pay only a fraction of the retail cost for hi HealthInnovations digital hearing aids potentially saving you thousands of dollars.⁵

Five easy steps that may help you use your hearing benefit:

1 Ask your physician or health care provider for a hearing test.

If you have had your hearing tested within the past 12 months, you may use those results. Under certain circumstances, Medicare or your health plan may cover your hearing test, if recommended by a physician. You can also call your health plan customer service number located on the back of your member ID card to find out if your test is covered.

2 Call hi HealthInnovations to find a hearing test provider near you.

If you do not have a hearing test provider, please call hi HealthInnovations at 1-855-523-9355, TTY 711. They will be happy to help locate a hearing test provider near your home.

hi HealthInnovations can also help answer any questions you have about what to do once you have your hearing tested, selecting a hearing aid and placing your order. If you have more than one hearing test provider available, you might want to consider the distance to the provider, cost (if any) for the hearing test and how soon you can get an appointment when choosing the provider.

3 Get your hearing tested.

Once you have selected a hearing test provider, make an appointment and have your hearing tested. If you have had your hearing tested within the past 12 months you may use those results. You or your hearing test provider can submit your test results (audiogram) by mail or fax:

Mail

hi HealthInnovations
3022 Momentum Place
Chicago, IL 60689-5330

Fax

1-877-955-4336

Be sure to include all your important information (name, address, UnitedHealthcare member ID number, phone number and date of birth). We will use your test results to custom program your hearing aids.

4 Select your style.

Custom-programmed, digital hearing aids are available in several stylish colors. Here are a few of the most popular models you can choose from:

hi ITC™ (In-The-Canal)

Nearly invisible. Fits comfortably in your ear canal.

\$679⁶



hi BTE mini™ (Behind-The-Ear)

Petite but powerful. Fits comfortably behind the ear.

\$479⁶



hi BTE™ (Behind-The-Ear)

Thin and lightweight. Fits comfortably behind the ear.

\$479⁶



Each hearing aid comes with:

- Free batteries and ear tubes/wax guards that last most users six months
- 70-day no-risk trial period
- One-year manufacturer's warranty

5 Order your personalized hearing aids in two ways:



Call Customer Service.

1-855-523-9355, TTY 711

8 a.m. to 6 p.m. CT, Monday through Friday



Order online at

[www.hiHealthInnovations.com/medicare.](http://www.hiHealthInnovations.com/medicare)

Note: When you visit www.hiHealthInnovations.com/medicare you will be prompted to register. Registration ensures that you have access to the special pricing available to Trust Plan Members.

Additional Assistance

If you need service or adjustments after you receive your hearing aids, call Customer Service at 1-855-523-9355. hi HealthInnovations offers telephonic new user discussions, which are led by an audiologist. The discussions teach people how to take care of their hearing aids, how to use the controls and how to improve communications. Discussions are held every Monday – Thursday at 6 p.m. CT (7 p.m. ET, 4 p.m. PT) and Friday at 10 a.m. CT (11 a.m. ET, 8 a.m. PT). Call 1-888-844-7278. When prompted, enter the special access code: 9428061#.

Frequently Asked Questions

What is hi HealthInnovations?

hi HealthInnovations is a subsidiary of UnitedHealth Group, a leading health care company that serves more than 75 million people. To meet the needs of the rapidly growing hearing impaired population, hi HealthInnovations delivers hearing solutions at low cost to consumers.

How can hi HealthInnovations offer hearing aids at such a low price?

Leveraging UnitedHealth Group's scale, hi HealthInnovations obtains hearing aids at a volume discount and transfers the savings to our Trust Plan Members. This eliminates many of the markups that are placed on hearing aids by distributors and other intermediaries.

hi HealthInnovations digital hearing aids include:

- ✔ Fully automatic digital algorithms adapt to user's environment
- ✔ Comfortable, open-fit design
- ✔ Directional processing
- ✔ Advanced feedback manager
- ✔ Tri-mode noise reduction system
- ✔ 12 gain adjustment bands (gain is the difference between the input level and the output)

What should I look for when selecting a hearing aid?

Digital technology has greatly increased the options that can be made available for hearing aids. Some of the options or choices are needed by all people with hearing loss. Others are nice to have, but not always essential for everyone. The cost of hearing aids depends on the features.

hi HealthInnovations™ hearing aids high-tech features:

Automatic volume adjustments. To work effectively the hearing aids must react differently to soft sounds and loud sounds. This will help you hear soft sounds while keeping loud noises at a comfortable level. This is a basic and essential feature needed for anyone with hearing loss.

Directional microphones. Ideally, your hearing aid functions differently in response to a noisy environment. Unfortunately, there is no hearing aid that can completely clear up the speech you want to hear if the noise around you is very high. However, directional microphones are an essential feature in hearing aids and may reduce the sounds behind you. Keep in mind that if you are in a room with many people, the hearing aids have no idea which person you are trying to understand. However, if you face the person you want to hear, you may get better results. Our Behind-The-Ear (BTE) hearing aids have directional microphones.

Are the hi HealthInnovations hearing aids comfortable to wear?

Yes. Moreover, the hi ITC (In-The-Canal), hi BTE (Behind-The-Ear) mini and hi BTE offer open-fit design that makes them especially comfortable to wear. The open-fit design does not occlude the ear canal, provides more natural sound quality, and prevents the feeling that you are talking in a barrel.

Do these hearing aids have to be inserted by a professional?

Most of the hearing aids are “open-fit” and do not need to be inserted by a professional. “Open-fit” devices are generally more comfortable because they don’t occlude the ear canal. The customization is in the programming, not the physical fit.

Only the hi BTE power plus needs an occluding ear mold, which is required for people with more severe hearing loss. If you need an occluding ear mold, you will be referred to a hearing professional. The professional will charge you approximately \$75 per ear mold.

Do I need to get a custom ear mold?

A custom ear mold is needed for some devices to function properly. If you already have an ear mold that is less than one year old, you may be able to use it. If not, please ask your health provider for a recommendation on how to obtain an ear mold or contact hi HealthInnovations. A hearing professional will charge you approximately \$75 per ear mold.

How long will it take to get used to wearing hearing aids?

If you are new to hearing aids, it may take a few weeks before you are completely comfortable with your devices and can fully enjoy the benefits. Be patient as you adjust to hearing sounds that you may not have heard in a long time. You may find that a quiet environment is more comfortable in the beginning of the adjustment period. Gradually introduce new listening environments, and increase the space between you and the speaker.

Do the hi HealthInnovations hearing aids produce squealing, whistling or feedback?

Our hearing aids have an advanced adaptive feedback manager, which allows you to adjust the volume and increase amplification with only limited feedback occurring.

What hi HealthInnovations' hearing aids have the telecoil option?

The hi BTE™ is available with a telecoil. A telecoil in a hearing aid functions as a wireless antenna that links into a sound system and delivers customized sound to the listener.

Telecoils are used for two main purposes:

With a telephone: A telecoil receives electromagnetic signals directly from a telephone and converts it to sound. When the telecoil is used, it turns off the hearing aid's regular microphone so the user can hear more clearly on the telephone.

Many people use the telecoil with assistive listening devices called FM or audio loops. Many event halls (theaters), religious services, etc., are "looped", which means a telecoil can be used. At the event, when a microphone is used, the sound is picked up by the "loop". The sound from the loop goes directly into the hearing aid via the telecoil.

More information can be found here:

http://www.hearingloss.org/sites/default/files/docs/HLAA_Telecoil_Brochure.pdf

Will all telephones work with a telecoil?

No. Most modern mobile phones are hearing aid compatible and will work with a telecoil, but not all phones are hearing aid compatible.

Where can I download a User Guide for a hearing aid?

A User Guide for each hearing aid can be downloaded from the support section of the device product page from the websites below (scroll down to the word "Support" on the left side of page and click User Guide):

Hi BTE: www.hihealthinnovations.com/product/bte

Hi BTE mini: www.hihealthinnovations.com/product/BTE_mini

Hi ITC: www.hihealthinnovations.com/product/hi_ITC

What if I need to have the hearing aid programming adjusted?

Each hearing aid offers three custom programmed settings based on your hearing test results. Spend time using each of the programs to determine which one you like best. If you wish to try a new program, we can make adjustments. Visit our website, or call our friendly staff to answer a brief questionnaire, which will help us determine how to adjust your hearing aid.

How long will the hearing aid last?

With proper care and maintenance, a hearing aid will typically last 3 to 5 years with normal use.

Can hi HealthInnovations hearing aids help me hear the TV better?

Yes, hi HealthInnovations hearing aids are custom programmed to your hearing loss and may help you hear the TV better, understand speech in noisy environments (e.g., crowded restaurants), and understand people who speak softly.

What are some additional tips for new hearing aid users?

The keys to adjusting to wearing hearing aids are practice, time and patience. In most cases you didn't lose your hearing overnight, so you won't get full benefit overnight. For the first 2 to 3 weeks, you will start to hear sounds that you may not have heard in a while. These may include sounds you want to hear, as well as those you may not want to hear. Try to wear your hearing aids as much as possible to help your brain adjust to the new, constant stimulation. This can be particularly challenging in noisy environments. While your understanding will improve with the help of your hearing aids, here are some additional tips for noisy situations.

General Tips:

When you are in a noisy environment, position the person you want to hear in front of you because the hearing aids assume that voice is the priority.

Position yourself as close to the speaker as possible.

When you are in a restaurant, avoid sitting in the middle of the room or near the kitchen. A booth to the side or the corner, will be more favorable. Whenever possible, you should directly face the sounds you are trying to hear.

For many, trouble hearing in noisy environments is a main reason they decided to get hearing aids. To hear better in these situations, we strongly recommend that you wear a hearing aid on each ear. Two hearing aids will give you the best listening and understanding in noisy environments.

Be patient. Successful hearing aid users will tell you that the benefit of wearing hearing aids is much greater than the effort it may take to adjust to wearing them. The earlier you start using them, the easier it is to adjust and the more benefit you can gain.

Taking care of your hearing aids:

Moisture is your hearing aids' worst enemy. Every night, open the battery door to allow any moisture to evaporate, which will also help you maximize battery life. Whenever possible store hearing aids in a hearing aid dryer. But know that even when you do all that you can and regardless how much you paid for them, hearing aids are sensitive electronic devices that can break down from time to time. Rest assured, hi HealthInnovations will be available to help in those situations.

Animals love to eat hearing aids. Please keep them out of their reach.

Can I wear my hearing aids when going through airport security?

According to the Transportation Security Administration, it is not necessary to remove hearing aids at security checkpoints. In addition, hearing aids are not affected by X-ray inspection, the walk-through metal detector or the hand-held metal detector.⁷

Can I wear my hearing aids in the shower or when swimming?

No. As with other electronic devices, it is not recommended to get your hearing aids wet.

Do I wear my hearing aids 24 hours a day?

hi HealthInnovation's hearing aids are designed to be worn 12-16 hours a day on average. Similar to wearing glasses, it is recommended that you remove your hearing aids before going to bed. Turn off the hearing aid by opening the battery door. This will extend the battery life and will allow the hearing aid to dry.

Where can I get more information on hearing health and hearing aids?

Every Monday – Thursday at 6 p.m. CT (7 p.m. ET, 4 p.m. PT) and Friday at 10 a.m. CT (11 a.m. ET, 8 a.m. PT) a hi HealthInnovations audiologist will lead a discussion on the importance of hearing health and tips for preserving hearing. The discussion includes information about affordable, high-tech hearing aids and effective communication strategies that can improve your hearing. Call 1-888-844-7278. When prompted, enter the special access code: 9428061#.

If I am not satisfied with the hearing aids, can I return them?

If you are not satisfied with your hearing aid purchase, you may return them within 70 days for a full refund.

A UnitedHealthcare® Medicare Solution

¹"Epidemiology of Hearing Loss Study" by the University of Wisconsin School of Medicine and Public Health

²Johns Hopkins Medicine, 2011

³Better Hearing Institute, 2011

⁴National Institute on Deafness and Other Communication Disorders

⁵www.HealthyHearing.com, 5/2010

⁶Shipping and sales tax may be applicable

⁷<https://www.tsa.gov/traveler-information/passengers-who-are-deaf-or-hearing-impaired>

hi HealthInnovations™ is an affiliate of UnitedHealthcare Insurance Company. The products and services described above are neither offered nor guaranteed under our contract with the Medicare program. In addition, they are not subject to the Medicare appeals process. Any disputes regarding these products and services may be subject to the UnitedHealthcare grievance process.