

## TruHearing® Hearing Care Program FAQ

### Q1. Who is TruHearing?

**A1.** TruHearing is the #1 market share leader in hearing healthcare<sup>1</sup>, serving more than 160 million people<sup>2</sup> and over 300 partners nationwide. We administer hearing healthcare solutions tailored to match the unique needs of our partners. Our goal is to make hearing care accessible and affordable to those who need it most so they can reconnect to the richness of life.

### Q2. Can you describe the hearing care program?

**A2.** Hearing aids can be expensive, but TruHearing minimizes costs by offering discounts on high-quality hearing aids from Signia®, Widex®, and TruHearing. The program provides access to select hearing aids from Value, Basic, Standard, Advanced and Premium technology tiers at fixed prices and can be utilized once per year per person.

### Q3. Who is eligible for this program?

**A3.** Employees and their families.

### Q4. How does one utilize the program?

**A4.** The journey starts by calling 1-888-989-9236 to speak with a TruHearing Hearing Consultant. The consultant will answer questions, contact the hearing care provider most conveniently located for the individual, and schedule an initial hearing exam. TruHearing will verify that the individual is included in the program prior to the appointment. An appointment reminder and detailed description of the program are sent to the individual prior to their appointment.

#### **Q5. What if people have access to multiple hearing aid programs?**

**A5.** Some people may have a hearing benefit through their insurance provider in addition to the TruHearing hearing care program. TruHearing will recommend the program that delivers the best savings available. If individuals have benefit dollars provided by their health plan, they may be able to apply them to the TruHearing program. TruHearing's Hearing Consultants will answer specific questions regarding whether benefit dollars can be applied or not.

#### **Q6. How does TruHearing support employers?**

**A6.** TruHearing offers a turnkey solution and provides white-glove service to employer partners. TruHearing manages the program from administration to education and awareness efforts.

#### **Q7. What should people expect when they visit a TruHearing provider?**

**A7.** The hearing care provider will conduct a comprehensive hearing exam and make recommendations based on the person's level of hearing loss. Once a hearing aid model has been selected, the provider will order the hearing aids from TruHearing. The person should expect to pay the applicable hearing aid cost when the order is placed. They will return to the provider's office within 3–7 days, once the hearing aids have been delivered. Next, the provider programs the hearing aids and trains the patient in their use and care. Follow-up visits can be scheduled to assist with programming, fitting, and training at no cost for the first 12 months after purchase. After 12 months, a \$65 fee will apply for any follow-up visits.

#### **Q8. Where are providers located?**

**A8.** Program participants have access to TruHearing's contracted network of 8,850+ provider locations throughout the United States.<sup>3</sup> The process starts by calling TruHearing at 1-888-989-9236 to find the nearest provider location and schedule an appointment. All appointments must be scheduled through TruHearing to use the program.

#### **Q9. Do people need to visit a TruHearing provider?**

**A9.** Individuals must use a TruHearing provider to utilize the program. TruHearing has contracted with providers to ensure that quality and cost standards are consistent across the program. Contact TruHearing at 1-888-989-9236 to find a provider and schedule an appointment.

**Q10. Why are there no provider directories available?**

**A10.** TruHearing's contracted network providers serve many patients in addition to those referred through this program. Consequently, TruHearing has found that people have a better experience when appointments are scheduled by a TruHearing Hearing Consultant rather than directly by the individual. This provides people with a high-touch experience that helps avoid confusion at the provider's office about who the patient is, which program they belong to, and what products and pricing they have access to. Providers are also added on an ongoing basis, so the most up-to-date list will be accessed by contacting TruHearing to find a hearing provider.

**Q11. Is there a charge for the hearing exam?**

**A11.** No. Individuals have access to a free comprehensive hearing exam (limit 1 per year).

**Q12. Does TruHearing have a special telephone number for hearing-impaired individuals to contact them?**

**A12.** Yes, Text Telephone (TTY) is available by dialing 711 and providing the number to TruHearing: 1-888-989-9236. TTY lets people who are deaf, hard of hearing, or speech-impaired use their smartphone or special device to communicate by allowing them to type messages back and forth to one another instead of talking and listening.

**Q13. Will patient hearing data be reported to the company?**

**A13.** No patient data will be shared with the employer.

**Q14. How does this relate to workers' compensation and the OSHA-mandated programs?**

**A14.** The hearing care program is not directly related to the workers' compensation and OSHA-mandated programs. TruHearing's goal is to deliver wonderful sound for all and provide a better workplace.

### **Q15. What can one expect from TruHearing after the purchase of hearing aids?**

**A15.** TruHearing answers any questions after a hearing aid purchase. Refer to [TruHearing.com/GetStarted](https://TruHearing.com/GetStarted) to learn more. Purchasers will receive additional batteries per hearing aid after the 60-day trial period, for a total of 80 batteries per non-rechargeable aid. Purchasers will also receive further information regarding hearing health—and approximately 35 months after receipt of hearing aids—a warranty expiration notice.

### **Q16. How often are batteries replaced for hearing aids?**

**A16.** Hearing aid batteries typically last 5–7 days, so 80 batteries will be provided for each non-rechargeable hearing aid and will last approximately 12–15 months. Additional batteries may be ordered from TruHearing at the low price of \$39 for 120 batteries. The \$39 battery offer is available for all individuals, whether their hearing aids have been purchased from TruHearing or not. Rechargeable hearing aids don't require or come with replacement batteries. For rechargeable battery care information, visit [TruHearing.com/rechargeable](https://TruHearing.com/rechargeable).

### **Q17. What does the hearing aid warranty cover?**

**A17.** All hearing aids come with a three-year warranty that covers loss and damage. Individuals need to return to the same provider for any warranty services. If an emergency occurs when someone is traveling and/or out of the service area, they can call TruHearing, and TruHearing will attempt to find a provider in the area to provide assistance. All hearing aids have a three-year manufacturer defect warranty that covers hearing aid repair or replacement due to manufacturer defect at no cost to the individual. If someone's hearing aid provider is no longer in the TruHearing network, TruHearing will work with their current provider to enroll them in the TruHearing network or assist in finding a new provider. Any applicable fees must be paid at the time of service.

1. Based on an analysis of hearing aid units sold by TruHearing and its affiliates compared to other hearing benefits providers. September 2021.

2. 2023 TruHearing analysis based on aggregate of total lives covered by health plan and other benefit partners.

3. Internal analysis of TruHearing's provider network. 2024.

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