



Get the most out of your hearing benefits



As an Anthem Blue Cross and Blue Shield member, you can access a wide range of hearing benefits through **TruHearing**. TruHearing can help deliver the care you need to hear — and live — better.

Anthem has contracted with TruHearing to provide Medicare Advantage PPO members with supplemental hearing exam, fitting, evaluation, and hearing aid benefits.

Please refer to the benefit chart in your *Evidence of Coverage* for all details and any exclusions.

What a visit with a TruHearing care provider looks like

Some TruHearing locations are independent, while others are located in shopping centers. All are fully equipped to conduct a comprehensive hearing exam.

At your first visit, the care provider will:

- Review your medical history.
- Complete your hearing evaluation.
- Explain your results.
- Review your lifestyle and hearing needs.
- Make recommendations for hearing aids, if you are a candidate.

How to use your hearing benefits

TruHearing location:

- To schedule your appointment, call TruHearing at **855-312-2545**, Monday through Friday, 8 a.m. to 8 p.m. ET. The TruHearing representative will stay on the phone with you while they schedule an appointment with a contracted hearing care provider in your area.
- TruHearing will work directly with Anthem and you will only pay for allowable charges that exceed the benefit amount. Allowable charges may vary according to the hearing aid technology.

Out-of-network (OON) care provider:

- Review your *Evidence of Coverage* for details on your OON benefits and limitations.
- An OON care provider can submit hearing exam claims directly to TruHearing by fax, email, or mail and must include the HCFA 1500 claim form.
- You can submit hearing exam claims directly to TruHearing by fax, email, or mail with a Direct Member Reimbursement Form and receipt (no HCFA 1500 claim form required). You can find the Direct Member Reimbursement Form at [anthem.com/forms](https://www.anthem.com/forms).
- TruHearing will process and pay the hearing exam claim directly to you unless you have assigned payment to the OON care provider. If the care provider is to be paid and TruHearing doesn't have the necessary information to make payment, TruHearing will reach out to the OON care provider.
- Upon receipt of all applicable documentation (and any response needed from the OON care provider), TruHearing will process the hearing exam claim.
- Your OON care provider must order hearing aids from TruHearing to be eligible for the TruHearing benefit.

Email: claims@truhearing.com

Fax: 303-889-5137

Mailing address: TruHearing, 5889 Greenwood Plaza Blvd., Suite 300 Greenwood Village, CO 80111



Do you have questions about your hearing benefits?

Call **TruHearing** at **855-312-2545 (TTY 711)**, Monday through Friday, 8 a.m. to 8 p.m. ET.

Hearing benefit management administered by TruHearing, an independent company.

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

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In 17 southeastern counties of New York: Anthem HealthChoice Assurance, Inc., and Anthem HealthChoice HMO, Inc. In these same counties Anthem Blue Cross and Blue Shield is the trade name of Anthem HP, LLC and Anthem Insurance Companies, Inc., dba Anthem Blue Cross and Blue Shield Retiree Solutions. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia with its affiliate Healthkeepers, Inc., and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare Health Services Insurance Corporation (CompCare). CompCare underwrites or administers HMO or POS policies. Independent licensees of the Blue Cross Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.