



Dear Valued Member:

At Highmark Blue Shield we're constantly looking for ways to improve the health and wellness of our members. That's why we're excited to let you know about a valuable benefit that provides you with coverage on hearing aids through TruHearing®.

With TruHearing, you have access to TruHearing Advanced 19 and TruHearing Premium 19 hearing aids. These hearing aids connect wirelessly with your iPhone®, iPad®, and iPod® Touch as well as many Android smartphones¹. TruHearing Advanced 19 and TruHearing Premium 19 hearing aids also has additional features such as Own Voice Processing (OVP™) to help your voice sound more natural, eWindScreen to reduce the wind sound, and EchoShield to cut down echoes and noises. A rechargeable option is also available in the TruHearing Premium 19 RIC Li model for an additional charge.



Your plan covers up to two hearing aids per year.	TruHearing Advanced 19 32 Channels 6 Programs	TruHearing Premium 19 48 Channels 6 Programs
Plan Name:	Retail: \$2,445 /aid	Retail: \$3,125 /aid
Community Blue Medicare HMO Prestige	\$499 copay/aid	\$799 copay/aid
Security Blue HMO-POS Deluxe		

[See accompanying flyer for details on your new benefit.](#)

If you're interested in using your benefit, contact TruHearing at 1-844-394-5421. A TruHearing Hearing Consultant will explain your benefit, answer all your questions, and schedule an appointment for you with a provider in your area. The provider will assess your hearing and recommend the right hearing aid for you. Because this benefit is fulfilled through TruHearing, **all appointments must be scheduled through TruHearing.**

Thank you for being a member and entrusting us with your healthcare needs.

Sincerely,

Highmark Blue Shield

Highmark Blue Shield, Highmark Choice Company, and Highmark Senior Health Company, are independent licensees of the Blue Cross and Blue Shield Association.

Highmark Choice Company, Highmark Senior Health Company, and Highmark Senior Solutions Company are Medicare Advantage plans with a Medicare contract. Enrollment in Highmark Choice Company, Highmark Senior Health Company, and Highmark Senior Solutions Company depends on contract renewal.

Community Blue Medicare HMO is a limited network plan. If you want access to Highmark's full provider network, you may wish to consider our Security Blue HMO-POS and Freedom Blue PPO Medicare Advantage Products.

Out-of-network/non-contracted providers are under no obligation to treat Security Blue HMO-POS members except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost sharing that applies to out-of-network services.

Highmark Blue Shield complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意：如果您说中文，可向您提供免费语言协助服务。请拨打您的身份证背面的号码 (TTY: 711)。

*Lin, Frank R. "Hearing Loss Prevalence in the United States." Archives of Internal Medicine. 171, no. 20 (2011): 1851. doi:10.1001/archinternmed.2011.506.

†Smartphone-compatible hearing aids connect directly to iPhone®, iPad®, and iPod® Touch devices. Connectivity also -available to many Android® phones with use of an accessory.

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