



This booklet contains important information on hearing, your hearing care plan, accessing your program and hearing aid pricing. You have registered and activated your hearing health program. When you are ready for a referral and wish to utilize your benefit, call us at 1-866-956-5400 and a hearing counselor will assist you.



HEARING SERVICE PLAN

Member Booklet



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HEARING TEST (Self Survey)

EPIC Hearing Service Plan (HSP)

The EPIC Hearing Service Plan is the nation's first specialty care plan devoted to hearing and hearing aids. Founded in 1997, Ear Professionals International Corp. (EPIC) was formed to promote the value of good hearing and to provide high quality hearing care. EPIC currently offers a Hearing Service Plan (HSP) designed to carve out coverage for the vital sense of hearing. Most healthcare plans provide full service medical care as the major component of health benefits; they generally add complementary care such as dental, vision, and chiropractic in the form of additional benefit programs. The EPIC Hearing Service Plan (HSP) provides a complementary program to manage hearing care and hearing aids. The EPIC HSP assures access to high quality providers, with defined standards of care, at fixed and pre-negotiated rates offering the best prices in the nation. The EPIC Hearing Service Plan provides you the value of good hearing.

This short checklist will help you determine whether you are experiencing specific hearing problems. Take your time to answer the questions, perhaps together with a close family member who might have commented on your hearing ability.

QUESTIONS

When watching television with others, do you need to set the volume higher than they would to hear what is being said? **YES NO**

Do you often need to ask people to repeat what they have said? **YES NO**

Do you often have trouble understanding a conversation when there is background noise or other people are talking at the same time? **YES NO**

Have family members, colleagues, or friends asked you if you have a hearing problem? **YES NO**

During conversations in a car, restaurant, or another noisy place, do you often misunderstand what is being said? **YES NO**

Do you feel stressed or tired when you have had to talk or listen for extended periods? **YES NO**

Do you need to sit close to the speakers at meetings, religious services, or at the dinner table in order to understand? **YES NO**

Do you often experience problems hearing and understanding what other people are saying when you do not have eye contact? **YES NO**

Do you often find it hard to localize the source of sounds? **YES NO**

If you have answered yes to any of these questions, please call EPIC at 1-866-956-5400 to assess your need and start the process towards healthy hearing.

How often should a person have their hearing checked?

Hearing tests should be a part of your regular health maintenance plan, see chart below for details:

Children 5-18:	Every Two Years
Ages 20-40:	Every Decade
Ages 40-55:	Every Two Years
After age 55:	Annually
EVERYONE:	Anytime you have a concern

How does a person know if they have a hearing loss?

There are a series of questions one can self survey regarding functionality in different situations. (See next page) The only true way is to see an Audiologist or an Otolaryngologist (ENT) and have your hearing proficiency documented. This may be a simple hearing screening test, or may include a full evaluation and assessment.

How do I know if I need hearing aids?

After an Audiologist or Otolaryngologist (ENT) determines you have a hearing loss, he or she may perform a Hearing Aid Evaluation to determine suitability and acceptability for hearing aids. The results of this evaluation, in conjunction with the results of the hearing diagnostic tests, will determine if you need and can wear hearing aids. Need and lifestyle assessments are performed to determine optimal therapy and treatment.

What does a hearing aid do?

A hearing aid is an electronic device designed to amplify and deliver sound to the ear. It consists of a microphone (s), an amplifier, a receiver, and a battery. Hearing aids do not correct the physical problem; they do assist by compensating for a hearing deficit. They can increase the ability to hear specific frequencies, and therefore assist in speech intelligibility and communication.

EPIC Hearing Service Plan Summary:

- **Hearing Aid Evaluation & Fittings**
- **An open hearing aid formulary representing all the latest technology**
- **Coordination of coverage with any insurance or fund benefits**
- **Preset published pricing resulting in substantial savings (between 30% and 70%) on name brand hearing aids and products**
- **Single payment to EPIC—no balance billing or copays (unless required by carrier)**
- **Toll free telephone support**
- **Three-Year warranty covering repair, damage, and one time loss. (Basic level is one year)**
- **Servicing of hearing aids for one year (excludes Basic level)**
- **One Year supply of hearing aid batteries (48 cells per aid)**
- **No interest patient financing plans for purchase of hearing aids (on approved credit)**
- **Assistive listening devices and Alerting devices**

Hearing Aid Selection, Technology & Pricing

SELECTION

The exact choice of product technology is a result of evaluation, discussion, and agreement between you, the patient, and the hearing professional. Your EPIC provider will walk you through the technology choices to assure the best match for your hearing problem. Providers may contact us for pricing on additional Hearing Aid options.

TECHNOLOGY

Digital technology is the most progressive technology available in the market today. Digital hearing aids utilize flexible and sophisticated processors that analyze and respond to specific sounds in diverse environments.

Your member booklet displays pricing by classification levels: Basic, Standard, Advanced and Premium Digital Technology. These categories offer guidelines based on the circuit, features, characteristics, processing capabilities and additional options offered in the hearing aids. This booklet lists a small selection of the choices available. Additional models are available and can be discussed with your provider at the time of your evaluation.

PRICING

Pricing is for a single (monaural) Digital hearing aid through the EPIC program. Binaural fittings (two hearing aids) are the same as the single price times two. Ear molds are included in the hearing aid price for Behind-The-Ear (BTE) products. Your provider will discuss with you the style and technology that best fits your hearing needs and lifestyle.

Special product offers for our valued members!

AT HOME BATTERY PROGRAM



Get long-lasting hearing aid batteries:

- America's Trusted Battery Brand
- Batteries shipped conveniently to your home at no Extra Cost



BEST VALUE!

80 batteries \$60.00

48 batteries \$36.00

32 batteries \$24.00

Available in All Sizes:

10, 13, 312, 675

**Also Available Cochlear Implant Batteries
Implant Plus 675**



**To place an order or for more information call:
EPIC Hearing Service Plan - 866-956-5400**



Utilizing the EPIC Hearing Service Plan

You are registered and have received this booklet with specific information about your plan. Follow these steps to complete your hearing care.

Important Note: To assure you will receive any insurance coverage or benefits, you must contact EPIC directly for a referral to an EPIC provider.

1. EPIC will notify the provider near you that you will be calling to schedule an appointment and you are part of the EPIC program.
2. Upon receipt of your referral information, schedule an appointment with the specified provider on your Referral Activation form. EPIC can assist you with scheduling your appointment.
3. Your EPIC provider will fax your hearing aid recommendation or other recommended services/products to EPIC.
4. EPIC will contact you to review your recommendation, and collect any out of pocket payment. **No payments are made to the provider.**
5. EPIC authorizes your provider to order your hearing aids or other recommended products. Your provider will follow the standard protocol to fit and program your hearing aids.
6. You have a 45 day trial period with the hearing aids and during that time you may need adjustments and follow up care. You will work directly with your provider for those adjustments. Follow up visits are included in the price for Standard, Advanced and Premium models; Basic models are \$50 per visit.
7. EPIC will follow up with you after 60 days to make sure your process has been completed.



PAYMENTS

All payments for products are made directly to EPIC and **not** the hearing care professional. Payments accepted are typically Visa, MasterCard, and check. Patient financing is available offering no interest plans for purchase of hearing aids (on approved credit). EPIC will also assist you with the filing of claims and coordinate any major medical insurance or union hearing aid benefit allocations to maximize your savings.

TRIAL PERIOD

For all hearing aids there is a 45 day trial period. During this time, adjustments and follow up care may be needed. This is directly with your provider. Follow up visits are included in the price for Standard, Advanced, and Premium models; Basic models are \$50 per visit. **In the event you decide to return your hearing aid within the 45 day trial period, you will receive a refund for the amount you paid for the hearing aid less a \$175.00 professional administration fee.**

WARRANTY

All hearing aids, with the exclusion of the Basic Level, come with the manufacturer warranty which covers repair, damage, and one time loss for three years. (Basic level is one year). Should you lose your hearing aid during the standard manufacturer warranty period, a service/replacement fee may apply. Completion of an EPIC Loss and Damage Form is required for all hearing aids lost during this warranty period. **Contact EPIC at 866-956-5400 if your hearing aid is lost, damaged or in need of repair.**

BATTERIES

The purchase of the hearing aid (s) also includes a one year supply of hearing aid batteries at no additional cost (48 cells per aid). These batteries are mailed directly to your home after your 45 day hearing aid trial period is completed with your provider.

**For all questions, contact EPIC at :
1-866-956-5400**



Hearing Aid Styles

Latest Digital Technology Available in all Styles

BTE (Behind-The-Ear)

Rests behind the ear and attaches to a custom made ear mold. Extremely durable and powerful. Compatible with wireless FM systems. Fits full range of hearing needs. Offers solutions from mild to profound hearing loss.



Open Fit or Receiver In-the-Ear (RITE)

Incorporates a very small unit practically invisible, clear micro tube, and ear insert not visible from the outside. Offers solutions for mild to severe hearing loss



ITE (In-The-Ear)

Attractive, and easy to use. Extremely flexible operation. Offers solutions for mild to severe hearing loss.



ITC (In-The-Canal)

Most popular style. Precise and discreet appearance. Fits broad range of hearing needs Offers solutions for mild to severe hearing loss.



CIC (Completely-in-the-Canal)

Smallest and most discreet style. Fits deep within the ear canal. Offers solutions for a range of hearing loss.



HEARING AID PRICING on SELECTED PRODUCTS and MANUFACTURERS

(Pricing and Models subject to change)

BRAND	MODELS	EPIC HSP PRICE
Basic Digital Technology		\$495
Phonak	Milo Plus (BTE/ITE) /Audeo Smart III	
Unitron	Shine Plus (BTE/ITE)/ Latitude 4 Moxi 3G	
Standard Digital Technology		\$889 - \$1450
Phonak	Cassia/ Certena Art/ Audeo S III, OK!	
Unitron	Quantum 6/ Moxi 6/ Latitude 8	
Resound	Alera 5 / Live 5 /DOT 2 10/ Essence	
Starkey	Ignite 20,30/ Xino 20,30/ E Series 3	
Sonic	Velocity 4/ Touch 6	
Widex	Clear 220/ Mind 220/ Real/ Flash	
Oticon	Intiga 6 /Ino Pro/ Ino/ Acto/ Chili SP5	
Advanced Digital Technology		\$1465 - \$2100
Phonak	Solana/ Versata Art/ Audeo S V	
Unitron	Quantum 12/ Moxi 12/ Latitude 16/Yuu	
Resound	Alera 7/Live 7/ DOT 2 20/ be	
Starkey	S Series 7IQ / Wi i70	
Sonic	Varicom 9/ Velocity 6,12/ Touch 12	
Widex	Passion 105/ Aikia	
Oticon	Dual/ Acto Pro/ Agil/ Chili SP 7	
Premium Digital Technology		\$2100 - \$2599
Phonak	Ambra/ Exelia Art/ Audeo S IX	
Unitron	Quantum Pro, 20/ Moxi Pro, 20	
Resound	Alera 9/ Live 9/ DOT 2 30	
Starkey	Wi i110,i90/ S 9IQ&11IQ/ Soundlens	
Sonic	Varicom 9/ Velocity 24,12,/Touch24	
Widex	Clear/ Mind 440,330/ Passion	
Oticon	Agil Pro/Dual XW/ Epoq /Chili SP 9	

**Earmolds are included in the price of Behind-the-Ear (BTE) hearing aids. Price does not include Wireless, Remote and FM options. The above represents only a sample of models available. For all other models call EPIC: 866-956-5400.*