

Hospital of the University of Pennsylvania
and
Penn Medicine at Radnor
Pennsylvania Hospital

Division of Audiology, Speech-Language
Pathology & Balance Center
Department of Otorhinolaryngology
Head & Neck Surgery

HEARING AID SERVICES

Thank you for considering the Audiology Division of Otorhinolaryngology, University of Pennsylvania Health System, for your hearing aid and assistive listening device needs. The following briefly describes our process for these services.

Visit 1: AUDIOMETRIC EVALUATION: The audiometric evaluation is a hearing test which documents the type and degree of hearing loss and potential hearing aid candidacy. It determines the need for further medical assessment and/or medical clearance for a hearing aid. Diagnostic audiometric evaluations which are physician ordered to obtain additional information needed for surgical/medical care and treatment planning are typically covered by insurance. However, Medicare does not cover routine hearing tests and audiometric evaluations for the purpose of a hearing aid. You may wish to check with your insurance regarding coverage. If the hearing test is not diagnostic, you will be asked to sign a notice of non-coverage.

Visit 2: HEARING AID ASSESSMENT: This appointment should be scheduled within 3 months of the Audiometric Evaluation (above) to avoid having to repeat that test. At this visit, the audiologist will discuss the benefits and limitations of hearing aids, monaural vs. binaural amplification (one vs. two hearing aids), and the styles and circuitry best suited to your type and degree of hearing loss. As costs and individual listening needs vary greatly, the choice of hearing aid models will be made with your input and these considerations in mind. Each hearing aid is custom ordered, therefore, some additional testing will be conducted to more accurately determine appropriate component circuitry and impressions will need to be taken of your ear(s). The earmold impressions can be taken and the order placed for the purchase of hearing aid(s) during this visit. The audiologist will be able to provide an estimate of the cost of your hearing aid(s) and a deposit for the hearing aid(s) may be required. Like the audiometric evaluation, the fee for the hearing aid assessment is separate from and not included in the cost of the hearing aid. **The cost of the Hearing Aid Assessment is \$200.00. Payment by cash, check or credit card for the Hearing Aid Assessment is due at the time of service.**

Visit 3: HEARING AID DELIVERY: During this visit, you will be fitted with your hearing aid(s) and instructed regarding care, use and operation of the aid(s). Warranty information included in the cost of the aids will be explained along with costs for additional loss and damage coverage. Payment in full for the hearing aid must be made at this time in cash, or by check or credit card. The 30-day trial period will also begin at this appointment. There is an adjustment period when learning to wear a new hearing aid. The first few weeks are often the most difficult when one must relearn listening skills such as distinguishing important information (speech) from unimportant information (noise). The 30-day trial allows the patient time to decide whether to retain the hearing aid(s) or return the instrument(s). If the hearing aid(s) are returned undamaged within the 30 day period, with all related supplies and materials, the charge for the hearing aid is refunded, less a professional service fee outlined on the purchase agreement.

RECHECK VISITS and REPAIR SERVICES: Subsequent visits are scheduled as necessary to assure your successful orientation to the use of the hearing aid(s). All first time users are asked to schedule a recheck visit within the 30-day trial to assist with new hearing aid adjustment. Routine hearing aid checks are provided by appointment, as necessary, at no additional charge throughout the warranty period of any new hearing aid. If the hearing aid(s) require out-of-warranty service, or if reprogramming is required in a digital aid after the warranty period, there will be a charge for the in-house service and manufacturer repair.

FEES AND INSURANCE: Fees for the audiometric evaluation, hearing aid, and hearing aid service are dependant on the procedure(s), type and number of hearing aids. A few insurance plans provide coverage for hearing aids, however, the Division of Audiology does not bill insurance companies for hearing aids and hearing aid dispensing or repair services, nor does it seek reimbursement on behalf of the patient. Responsibility of payment rests solely with the patient. If you have questions related to hearing aid services of the University of Pennsylvania Health System, please call the Penn Audiology Division listed below that is closest to you. Thank you.

- Hospital of the University of Penn (215) 662-2784
- Penn Medicine at Radnor (610) 902-1622
- Pennsylvania Hospital (215) 829-5180

<http://www.pennmedicine.org/ent/services/audiology.html>

revised 3.06