

Frequently Asked Questions

Q: How does NationsHearing work with my insurance plan?

A: Your health plan selected NationsHearing to administer your hearing aid benefit. We create greater access to better hearing by offering state-of-the-art hearing aids at affordable prices with unforgettable customer experience.

Q: Does your insurance company offer a hearing benefit?

A: Yes, and that is one thing that sets your health plan apart. The hearing aid benefit your plan offers is very generous.

Q: What do you charge for a hearing test?

A: As part of your NationsHearing benefit, you are entitled to an annual routine hearing test, with a NationsHearing provider, with no out-of-pocket cost.

Q: How do I select a NationsHearing provider?

A: The NationsHearing Provider Network is made up of over 4,200+ trusted Audiologists and Hearing Instrument Specialists across the United States. A NationsHearing Member Experience Advisor will work with you to find a provider who is located near you. Our Advisors are here to help you through every step in the process.

Q: What brands of hearing aids do you offer?

A: NationsHearing offers state-of-the-art hearing aids from major manufacturers.

Today's hearing aids are nothing like the cumbersome and often ineffective devices of the past. They're smaller, more advanced and more powerful than ever. We believe the right set of features that match your lifestyle and level of hearing loss is just as important as the style of hearing aid.

Many hearing aids are Bluetooth[®] enabled and may connect directly with your cell phone.

Q: When I purchase my hearing aids, is there a warranty included?

A: Yes. NationsHearing offers a 3-year repair warranty and one-time Lost, Stolen & Damaged replacement coverage* per hearing aid. To file a claim, call us at 1-800-921-4559 (TTY:711), Monday through Friday, 8 a.m. to 8 p.m. EST. Simply pay the deductible and we will order the replacement device.

Once the device has arrived, your NationsHearing provider will contact you to schedule an appointment for reprogramming and refitting.

Q: Will I need to purchase batteries for my hearing aids?

A: No, we worked closely with your health plan to develop a comprehensive hearing aid package. Your hearing aids include three years of batteries per device.

Q: What is the return policy?

A: NationsHearing offers a 60-day money-back guarantee, regardless of the reason for the return.

Q: How do I get started?

A: Call 877-241-4736 (TTY:711) and speak with a dedicated Member Experience Advisor, Monday through Friday 8 a.m. to 8 p.m. EST, who will schedule your hearing test with no out-of-pocket cost with a local hearing provider.

Once you've taken your hearing test, your provider will review the results of your hearing test with you. If you need hearing aids, your provider will work with you to select the highest quality hearing aid at the best value for your benefit plan.

NationsHearing will then work with your hearing provider to help you get fitted with your new hearing aid and schedule any necessary follow-up visits.

*Deductibles vary by manufacturer and typically range from \$175-\$225.

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 ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-280-5555 (TTY: 711). CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-280-5555 (TTY: 711).