

March 2019

Dear UAW Trust Member,

Hearing is a vital human sense that is important in communication. In fact, studies show the treatment of hearing loss can contribute to better mental health, improved balance, and greater overall wellbeing. At the UAW Retiree Medical Benefits Trust (the “Trust”), we are committed to providing our members with access to high-quality health care including hearing aid benefits. **Effective May 1, 2019**, there will be a change to your current hearing benefit administrator from AudioNet to TruHearing. TruHearing is the largest hearing aid administrator in the United States, and contracts with an extensive network of audiologists throughout the country.

Trust members currently enrolled in the following plans will have hearing benefits administered by TruHearing®:

- **Blue Cross Blue Shield Enhanced Care PPO (ECP)**
- **Blue Cross Blue Shield Traditional Care Network (TCN)**
- **Blue Cross Blue Shield Medicare Advantage PPO**
- **Aetna Medicare Advantage PPO**

Change in Hearing Administrator – Your Benefit Stays the Same

Currently, eligible members in the plans listed above have hearing benefits administered by AudioNet America. There is no change to the hearing benefit, only a change in the administration of the benefit from AudioNet to TruHearing. The benefit will continue to allow for a hearing assessment and up to two (2) mid-level standard digital hearing aids covered in full, once every 36 months using a TruHearing provider. Just as under the current program, members can choose to purchase an upgraded product with an applicable copay.

Getting Hearing Aids Made Easy

Getting new hearing aids through TruHearing is easy. You will receive a welcome packet from TruHearing, which will include a detailed hearing benefit summary as well as a wallet-sized reference card with instructions on how to set up an appointment with a TruHearing provider. All you need to do is call TruHearing at the phone number on the reference card to speak with a hearing consultant who will find an in-network provider near you and set up the appointment. Beginning May 1, you must call TruHearing and use a network provider in order to receive covered benefits.

Your comprehensive hearing benefits through TruHearing include:

- **State-of-the-art technology:** You will have access to new technology from top hearing aid manufacturers. Mid-level devices are covered in full; mid-high, advanced and flagship devices are covered with an applicable member copay.
- **Personalized care:** Not only is the hearing exam covered in full, but you also receive follow-up visits for a fitting and adjustments covered in full for the first six (6) months after your purchase and pay a \$20 copay thereafter.
- **Help along the way:** You'll get a 45-day trial and 3-year warranty with any new hearing aid. And, you'll have access to online assistance resources and receive 48 free hearing aid batteries with each new non-rechargeable hearing aid.

Watch Your Mail for More Information

No action is required from you. You will receive a welcome packet from TruHearing in the mail in mid-April. Your welcome packet will include a detailed hearing benefit summary as well as a wallet-sized reference card with instructions on how to set up an appointment with a TruHearing provider. We encourage you to read all the information you receive from the Trust and TruHearing.

AudioNet Current Customers

Just as under the current program, new hearing aids are available every 36 months. This change in administration has no impact on how that rule will apply. Members who have received hearing aids through AudioNet will not be eligible for hearing benefits under TruHearing until after the 36-month period has expired. That means, if you received hearing aids through AudioNet in April 2017, you will be eligible for new hearing aids through TruHearing in April 2020.

If you received hearing aids through AudioNet that are still under warranty, TruHearing will be able to assist you with services including hardware issues, follow-up visits with a provider for adjustments or other needs you may have. TruHearing is committed to assisting members who received hearing aids under the AudioNet program by connecting them with their original dispensing provider to resolve warranty issues regardless of whether or not the provider participates in the TruHearing network.

The program administration will not change until May 1. Until then, members can continue to work through AudioNet for hearing aid coverage.

Sincerely,

The UAW Retiree Medical Benefits Trust