Talking Points for Inquiries on the UAW Trust’s Hearing Program with TruHearing

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

UAW Trust members have a benefit for hearing aids through TruHearing. Members have access to a hearing exam and digital hearing aids every 36 months for the following copayments:

- Mid: $0 per aid
- Mid-High: $250 per aid
- Advanced: $500 per aid
- Flagship: $650 per aid

A TruHearing Hearing Consultant will explain the options in the members benefit and answer any questions that they may have.

A Hearing Consultant will help your members set up a hearing exam with an in-network provider in their area.

TruHearing Hearing Consultants can also assist with other member questions such as claims and EOB questions.

TruHearing hours of operation:
Monday–Friday, 8am–8pm

Benefits Representatives can call the UBR/BC dedicated line:
1-833-627-1399

or visit truhearing.com/UAWTrust for more information. The 1-833-627-1399 is for Benefit Representatives only. Please refer members to the member dedicated line at 1-844-394-5420.