

TruHearing®

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

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TruHearing is the Trust's hearing aid benefit partner. Below are the talking points to use when members inquire about hearing aids:

1 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

2 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

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

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

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

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

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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.