

MEMBER DISCOUNT

Hearing Care Solutions



Hearing Care Solutions (HCS) delivers quality hearing care and hearing instruments at the greatest value to meet your lifestyle needs.

- Comprehensive hearing exam and hearing aid evaluation at no charge, annually.
- Fixed, discounted pricing for products across multiple levels of technology
- A wide selection of fully digital instruments
- Choice of up to nine major manufacturers
- Access to an HCS provider of audiology and product specialists to respond to your questions
- Choice of more than 4,500 locations nationwide

All instruments purchased through Hearing Care Solutions include:

- Hearing aid fitting at no charge
- Twelve month, interest-free financing, available to qualified applicants
- A 60-day evaluation period to make sure everything feels right
- One year of follow-up care at no charge, with the original provider
- Two-year supply of batteries for non-rechargeable devices (up to 64 cells per ear, per year)
- Three-year manufacturer's warranty, including loss, damage, and repair

To find out more and make an appointment, call HCS at **866-344-7756**, 5 a.m. to 5 p.m. Pacific Time.
Or, visit **hearingcaresolutions.com/contact**.

PREMERA | 

BLUE CROSS

An Independent Licensee of the Blue Cross Blue Shield Association

Member experience

Once you are a member, call HCS toll -free at 866-344-7756 to get started. Then, you can expect:

- 1 HCS will help you find an HCS establishment based on your location.
- 2 HCS will schedule an appointment with the agreed-upon provider.
- 3 Your provider will take a patient history and perform a hearing evaluation at no extra charge. This appointment determines candidacy for hearing aid(s). If you are a candidate for hearing aid(s), your provider will make the appropriate recommendations. Recommendations are based on lifestyle, hearing loss, and finances.
- 4 Hearing aids will be delivered to your provider’s office. At your fitting appointment, the provider will check the fit. Once the fit is right, you will take your hearing aid(s) home.
- 5 HCS will ship the first-year supply of non-rechargeable batteries directly to you after your 60-day evaluation period.

Hearing aid technology levels

| | LEVEL I | LEVEL II | LEVEL III | LEVEL IV | LEVEL V | LEVEL VI |
|----------------------|----------|----------|-----------|----------|---------|----------|
| Average retail | \$1,000+ | \$1,500 | \$1,800 | \$2,350 | \$3,200 | \$3,400 |
| HCS discounted price | \$500 | \$675 | \$800 | \$1,150 | \$1,550 | \$1,850 |

Member discounts are not considered benefits and may change at any time. These products are offered for sale to you at a discount price under the Member Discounts program. All representations and warranties, if any, regarding the products are solely those of the manufacturer. We make no claims, promises, or recommendations regarding any of the products offered for sale under this program.

Premera Blue Cross headquarters are located at 7001 220th St SW, Mountlake Terrace, WA 98043.

Discrimination is against the law. Premera Blue Cross complies with applicable Federal and Washington state civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. **ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-722-1471 (TTY: 711). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800-722-1471 (TTY:711)。 049794 (07-01-2021)

Notice of availability and nondiscrimination 800-722-1471 | TTY: 711

Call for free language assistance services and appropriate auxiliary aids and services.

Llame para obtener servicios gratuitos de asistencia lingüística, y ayudas y servicios auxiliares apropiados.

呼吁提供免费的语言援助服务和适当的辅助设备及服务。

呼籲提供免費的語言援助服務和適當的輔助設備及服務。

Gọi cho các dịch vụ hỗ trợ ngôn ngữ miễn phí và các hỗ trợ và dịch vụ phụ trợ thích hợp.

무료 언어 지원 서비스와 적절한 보조 도구 및 서비스를 신청하십시오.

Звоните для получения бесплатных услуг по переводу и других вспомогательных средств и услуг.

Tumawag para sa mga libreng serbisyo ng tulong sa wika at angkop na mga karagdagang tulong at serbisyo.

Звертайтеся за безкоштовною мовною підтримкою та відповідними додатковими послугами.

សូមហៅទូរសព្ទទៅសេវាជំនួយភាសាដោយឥតគិតថ្លៃ ព្រមទាំងសេវាផ្សេងៗ ដើម្បីជួយចំណាត់ថ្នាក់ដល់សមាស្ស័យផ្សេងៗ។

無料言語支援サービスと適切な補助器具及びサービスをお求めください。

ለነፃ የቋንቋ እርዳታ አገልግሎቶች እና ተገቢ ድጋፍ ሰጪ አጋዥ ማሳሰቢያዎችን እና አገልግሎቶችን ለማግኘት በስልክ ቁጥር

Tajaajiloota deeggarsa afaan bilisaa fi gargaarsaa fi tajaajiloota barbaachisaa ta'an argachuuf bilbilaa.

ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਅਤੇ ਉਚਿਤ ਸਹਾਇਕ ਚੀਜ਼ਾਂ ਅਤੇ ਸੇਵਾਵਾਂ ਵਾਸਤੇ ਕਾਲ ਕਰੋ।

Fordern Sie kostenlose Sprachunterstützungsdienste und geeignete Hilfsmittel und Dienstleistungen an.

ໃຫ້ເພື່ອນບໍລິການພິການຊ່ວຍເຫຼືອດ້ານພາສາ ແລະ ການບໍລິການ ແລະ ການຊ່ວຍເຫຼືອພິເສດທີ່ເໝາະສົມແບບບໍ່ເສຍຄ່າ.

Rele pou w jwenn sèvis asistans lengwistik gratis ak èd epi sèvis oksilyè ki apwopriye.

Appelez pour obtenir des services gratuits d'assistance linguistique et des aides et services auxiliaires appropriés.

Zadzwoń, aby uzyskać bezpłatną pomoc językową oraz odpowiednie wsparcie i usługi pomocnicze.

Ligue para serviços gratuitos de assistência linguística e auxiliares e serviços auxiliares adequados.

Chiama per i servizi di assistenza linguistica gratuiti e per gli ausili e i servizi ausiliari appropriati.

اتصل للحصول على خدمات المساعدة اللغوية المجانية والمساعدات والخدمات المناسبة.

برای خدمات کمک زبانی رایگان و کمک‌ها و خدمات امدادی مقتضی، تماس بگیرید.

Discrimination is against the law. Premera Blue Cross (Premera) complies with applicable Federal and Washington state civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, including sex characteristics, intersex traits, pregnancy or related conditions, sexual orientation, gender identity, and sex stereotypes. Premera does not exclude people or treat them less favorably because of race, color, national origin, age, disability, sex, sexual orientation, or gender identity. Premera provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats). Premera provides free language assistance services to people whose primary language is not English, which may include qualified interpreters and information written in other languages. If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact our Civil Rights Coordinator. If you believe that Premera has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity, you can file a grievance with: Civil Rights Coordinator — Complaints and Appeals, PO Box 91102, Seattle, WA 98111, Toll free: 855-332-4535, TTY: 711, Fax: 425-918-5592, Email AppealsDepartmentInquiries@Premera.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Ave SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. You can also file a civil rights complaint with the Washington State Office of the Insurance Commissioner, electronically through the Office of the Insurance Commissioner Complaint Portal available at <https://www.insurance.wa.gov/file-complaint-or-check-your-complaint-status>, or by phone at 800-562-6900, 360-586-0241 (TDD). Complaint forms are available at <https://fortress.wa.gov/oic/onlineServices/cc/pub/complaintinformation.aspx>.