



# CSEA Announces New Hearing Care Plan from EPIC Hearing Healthcare



EPIC Hearing Healthcare was founded by a panel of Ear Professionals and Administrative Health Care Executives in 1997 as Ear Professionals International Corporation, d.b.a. EPIC Hearing Healthcare. EPIC has since pioneered the way for hearing care in today's traditional benefits marketplace. Having identified a gap in coverage in most traditional health plans, EPIC was the first to carve out hearing care benefits in the fashion of other ancillary or specialty care disciplines. Today, with the largest national network of audiologists and ENT physicians in the country (5,000+ provider location nationwide), and distribution relationships with all major manufacturers, the **EPIC Hearing Service Plans®** provides the greatest quality of care at the best value to our clients.

**We believe that everyone deserves the right to affordable hearing care.**



## MEMBER EXPERIENCE AND PROVIDER ACCESS

<b>Initiation</b>	Member contacts call center toll free at 866-956-5400. Identify yourself as a CSEA member and use <b>Source Code 2014CSEA.</b>
<b>Registration and Referral</b>	EPIC Hearing Counselor registers member and issues referral to local participating provider
<b>Payment Processing</b>	After patient is seen, provider sends hearing aid recommendation with patient's audiometric results to EPIC. EPIC will contact patient to discuss recommendation; insurance coverage; and any applicable out-of-pocket expense with payment and financing options.
<b>Fitting &amp; Trial Period</b>	The hearing aid(s) are ordered by the provider. The patient is fit with the hearing aid(s) beginning their 45 day trial period.
<b>Finalization</b>	At the completion of the 45 day trial period both the patient and the provider sign off on the hearing aid(s). The patient is then mailed a complimentary one year supply of batteries and his/her repair warranty is extended to 3 years.

**Over  
38 million  
Americans  
suffer  
from  
HEARING  
LOSS  
Is the  
3<sup>rd</sup> most  
common  
Disability  
in the  
country**

**THE FINAL PIECE TO THE BENEFITS PACKAGE...picks up where most traditional benefit packages leave off.**

## Features

- **Network** - Largest national network of audiologists and ENT physicians in the country with over 5,000 participating providers.
- **Customer Service** - Toll-free call center with hearing counselors onsite for member support from 6:00 a.m. to 6:00 p.m. PST (M-F)
- **Hearing Counselors** - Provide referral to closest local providers and coordinate with members and providers to assure quality of care throughout the process and member satisfaction
- **Products & Pricing** - Members have access to all brand-name hearing aids and related technology at published fixed fee pricing (savings of 30-60% off MSRP)
- **Payments & Financing** - Professional services and devices are billed through EPIC (no office co-pays, up-selling, or balance billing by provider). Financing options are available.
- **Additional Features** - Money back guarantee trial period and 1 year free battery program with purchase.
- **Warranty and Service** - Hearing aids through the EPIC HSP will carry an extended three year warranty and come with the first year supply of batteries, complimentary.\*  
\*Does not apply to Basic level hearing aids.

## Products & Technology

Members have access to all brand-name hearing aids and related technology at published fixed fee pricing (savings of 30-60% off MSRP). Price lists are adjusted per the manufacturers schedule on October 1st annually. Device or technology lists are amended to include new products as they are brought to market to ensure members have complete and open access.

## Value Add Savings

EPIC Providers agree to the schedule below (professional services are included with purchase of hearing aid):

HSP LEVELS	DEGREE OF HEARING LOSS	MSRP Per Ear (Typical)	EPIC Pricing Per Ear	Member Savings
BASIC	Mild To Moderate	\$1400-\$1600	\$495	\$905 - \$1105
STANDARD	Moderate:	\$1601-\$2300	\$849-\$1499	\$753 - \$ 801
ADVANCED	Moderate to Severe;	\$2301-\$3000	\$1500-\$2099	\$801 - \$901
PREMIUM	Moderate to Severe:	\$3001-\$4000	\$2100 -\$2599	\$901 - \$1401

### Contact EPIC Hearing Healthcare:

3191 W. Temple Ave., Suite 200  
Pomona, CA 91768

Phone: 877-606-3742

Customer Service: 866-956-5400

Source Code 2014CSEA

Email: [sales@epichearing.com](mailto:sales@epichearing.com)

Expanding

Hearing

Health

Care

Horizons