

2024 Oregon Dual Choice PPO® adult hearing aids

This benefit covers hearing aids for members 19 and older. A hearing aid is any non-disposable, wearable electronic instrument or device designed to aid or compensate for impaired human hearing and any necessary ear mold, part, attachments, batteries, or accessory necessary to the function of the hearing aid, except cords.

Benefit allowance

We provide an allowance toward the price of a hearing aid.

Allowance options

\$250, \$500, \$1,000, or \$1,500 per ear every 36, 48, or 60 months

Coverage

This benefit covers hearing aids, visits to determine the appropriate hearing aid model, visits to verify that the hearing aid conforms to the prescription, and visits for fitting, counseling, adjustment, cleaning, and inspection. Visits are subject to the medical plan's specialty cost share for the applicable network.

Provider Networks

Hearing aids may be purchased from:

- In-network providers: In states where Kaiser Permanente operates, members can get care from Kaiser Permanente providers and First Choice Health providers in Oregon and Washington, and First Health Network providers in California, Colorado, Georgia, Hawaii, Maryland, Virginia, and Washington D.C.¹ In all other states, members can visit Cigna PPO Network providers.² Visit kp.org/dualchoice/nw or contact Customer Service at **1-866-616-0047** for more information.
- Out-of-network providers: Members can also get care from an out-of-network provider of their choice.

¹ Kaiser Permanente states: California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, Washington, and Washington, D.C.

² The Cigna PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration.

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Hearing aid exclusions

- Bone-anchored hearing aids.
- Cleaners, moisture guards, and assistive listening devices (for example, FM systems, cell phone or telephone amplifiers, and personal amplifiers designed to improve hearing in a specific listening situation).
- Internally implanted hearing aids.
- Non-prescription hearing aids, including over the counter hearing aids.

- Repair of hearing aids beyond the warranty period.
- Replacement of lost or broken hearing aids if the allowance has been exhausted (used up).
- Replacement parts and batteries.