

TruHearing®

UAW Region 8 Retiree Conference 2025

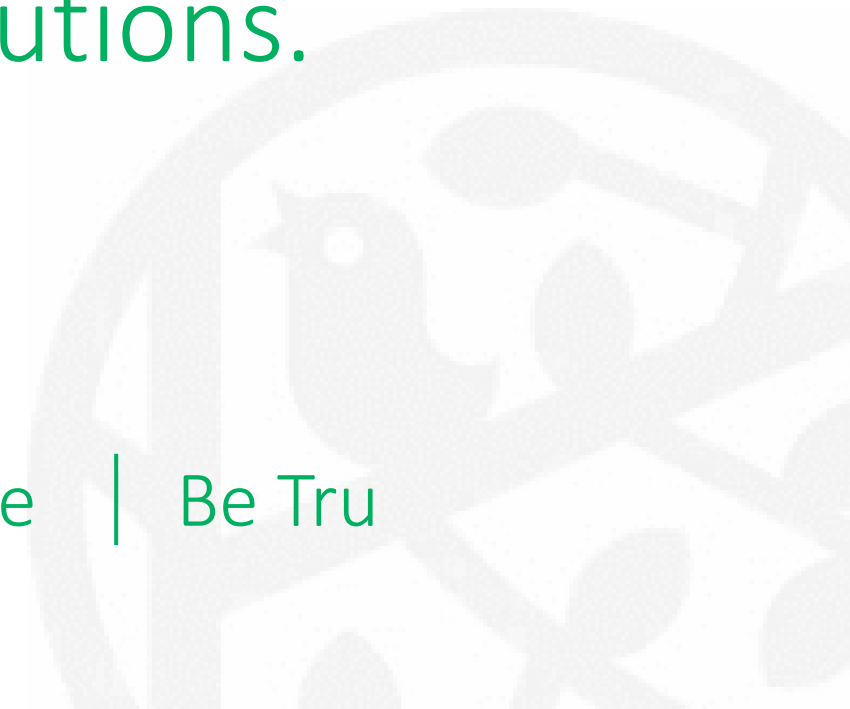


Our Mission

We reconnect people to the richness of life through industry-leading hearing healthcare solutions.

Our Values

Delight | Align | Enjoy | Improve | Be Tru





The Trust has partnered with TruHearing to offer a **best-in-class** hearing care program for members since 2019

TruHearing continues to help members save millions of dollars on state-of-the-art hearing aids with technology that helps you **(re)connect to the world** around you

TruHearing's **white glove concierge service** helps members understand and take advantage of their hearing benefit program

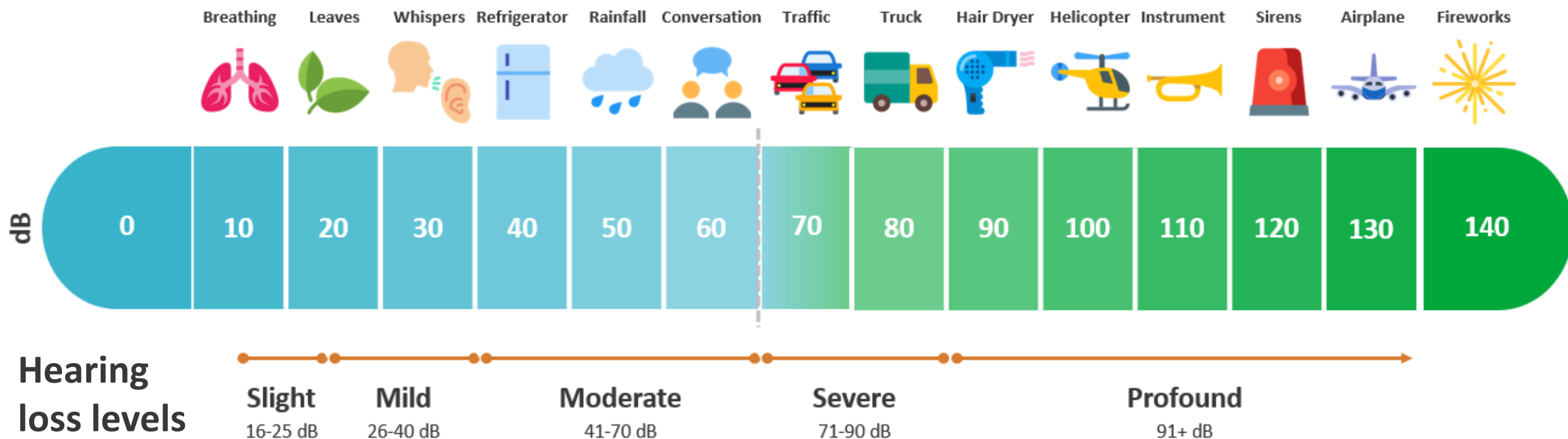
Hearing plays a critical role in our daily life


Hearing helps:

- › Detect, identify, and locate sound
- › Recognize the meaning of sounds
- › Build and maintain relationships
- › Socialization, safety, and activity level
- › Enjoy life to the fullest



Hearing loss affects us all





From mild to profound hearing loss, there's a hearing aid that allows everyone to reconnect

Family and friends notice the improvements that treating hearing loss has on their loved one's.

Healthy hearing, happy members

Stacy is wearing custom TruHearing 6 hearing aids



Addressing hearing health improves physical, emotional, mental, and social well-being



Greater
understanding



Increase social
engagement



Improve cognitive



Improve
balance

Remarkable guidance and support

TruHearing supports you before, during, and after purchase



Best-in-class support

The most recent hearing aid product releases from top manufacturers

Full 3-year manufacturer warranty for peace of mind

Guidance and assistance from a dedicated Hearing Consultant

Aftercare and follow-up for improved hearing outcomes



Program inclusions

1 year of follow-up visits included* for fitting, cleaning, and adjustments

80 free batteries per aid included with non-rechargeable models

“No regrets” 60-day, no-risk trial period

Best-in-class member experience with HIS providers available (when there is no AuD within 25 miles) to reduce the need for OON claims

TruHearing hearing benefit



Hearing technology level	Copayment
Mid	\$0 (per aid)
Mid high	\$250 (per aid)
Advanced	\$500 (per aid)
Flagship	\$650 (per aid)
Comprehensive Audiometric Evaluation:	
\$0	

- › Copayments – fixed copayments for hearing aids
- › Trust members are eligible to receive 2 hearing aids, once every 36 months

How to use your benefit:

1. Call TruHearing at 1-844-394-5420
2. Schedule a hearing exam
3. Order your hearing aid(s)
4. Return for fitting and programming

The better you hear, the better you live



Take the first step toward reconnecting with friends and loved ones through the support of a TruHearing provider

Providers are here to serve you where you are, whether in office or at your door. There are appointment options that work for each member's unique needs.

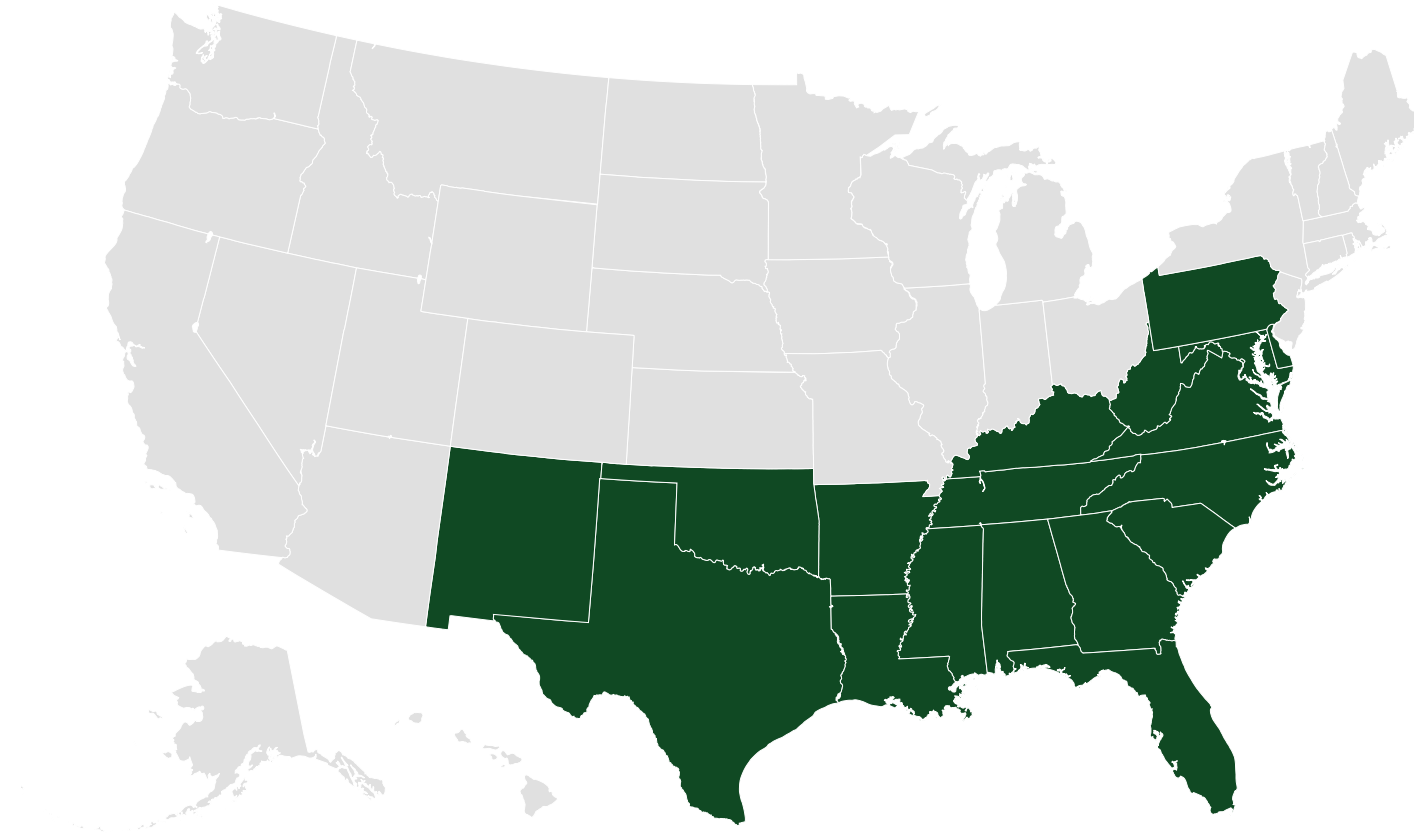


Available nationwide and in all Region 8 states



There are over 3,500+ providers nationwide ready to service UAW Trust Members

Over 2,700 Providers in Region 8



Trust members with these health plans have the TruHearing benefit



- BCBS TCN (Blue Cross Blue Shield Traditional Care Network - Medicare populations)
- BCBS ECP (Blue Cross Blue Shield Enhanced Care Plan - Non-Medicare populations)
- United Healthcare MA PPO (UHC Medicare Advantage - Medicare populations)
- BCBS MA PPO (Blue Cross Blue Shield Medicare Advantage - Medicare populations)

Member experience – Appointment set up

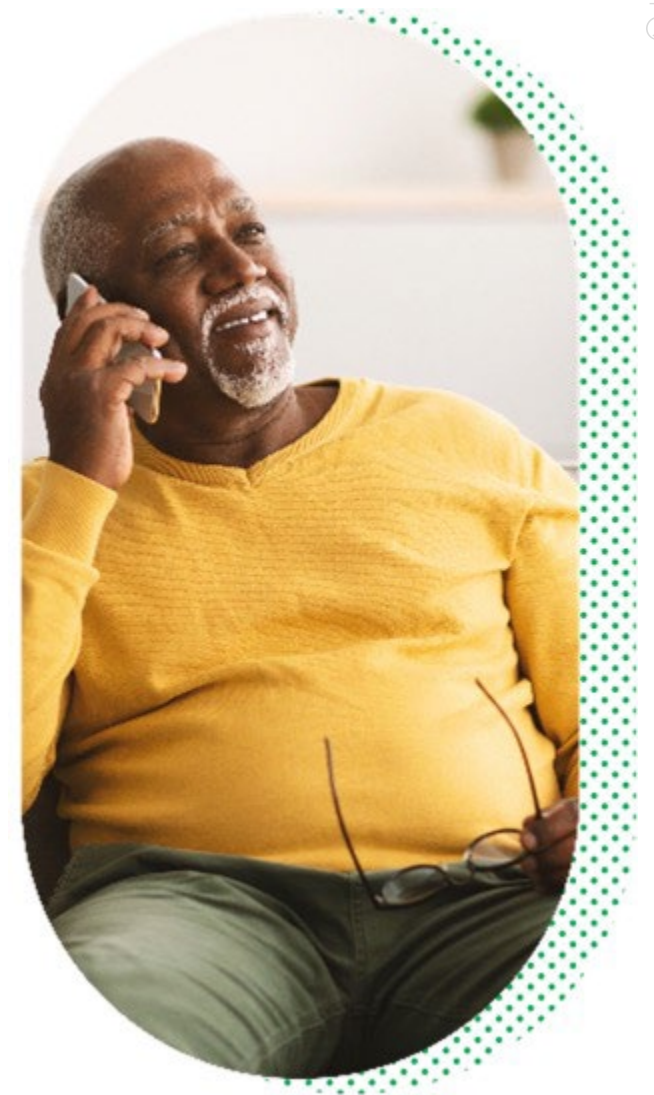


Step 1:

Member calls TruHearing: 1-844-394-5420

Member will speak with a TruHearing hearing consultant who will:

- Verify eligibility
- Explain the benefit
- Schedule a hearing exam with a local TruHearing provider
- Send welcome letter to the member
- The day before the appointment, a reminder call is made to the member



Phone number is unique to your members and can be found in benefit docs, member flyers, or through the warm transfer process

Member experience – Hearing exam



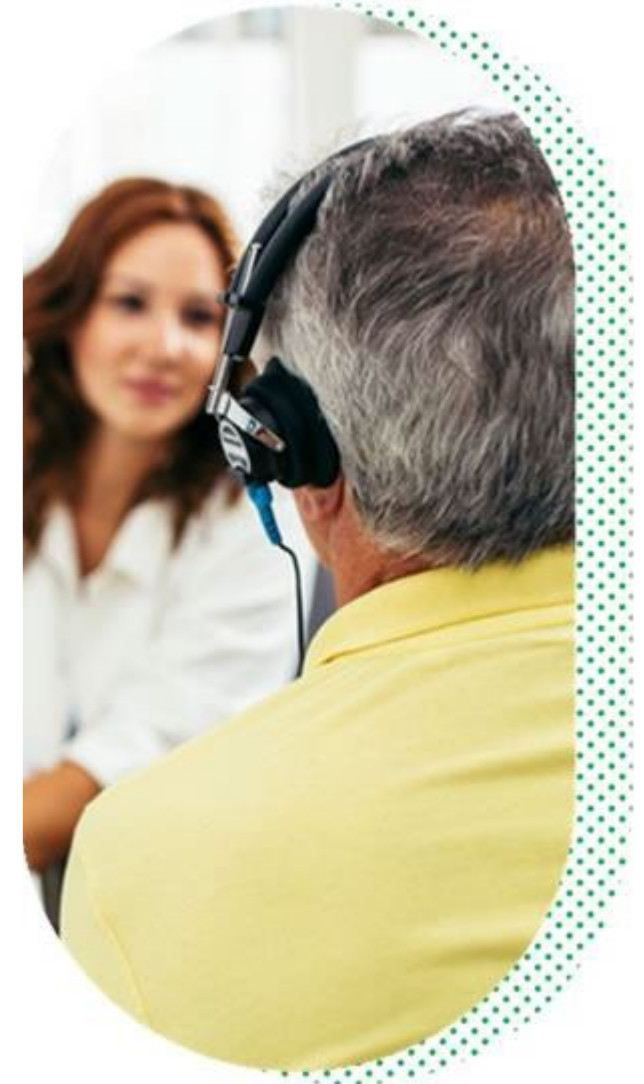
Step 2:

Member Visits a TruHearing Network Provider for a Hearing Exam At the Provider's Office:

- Member receives a hearing exam and results discussed
- Provider asks questions about work and social life
- Provider and member discuss hearing aid options:
 - Technology ○ Color
 - Style ○ Price
- Member books in-office appointment for fitting
- Provider orders hearing aids via TruHearing portal



Member pays \$0 for comprehensive audiometric exam at this time as well as any copay needed for the hearing aids (\$0 - \$650 per hearing aid) Financing is also available



Member experience – Fitting

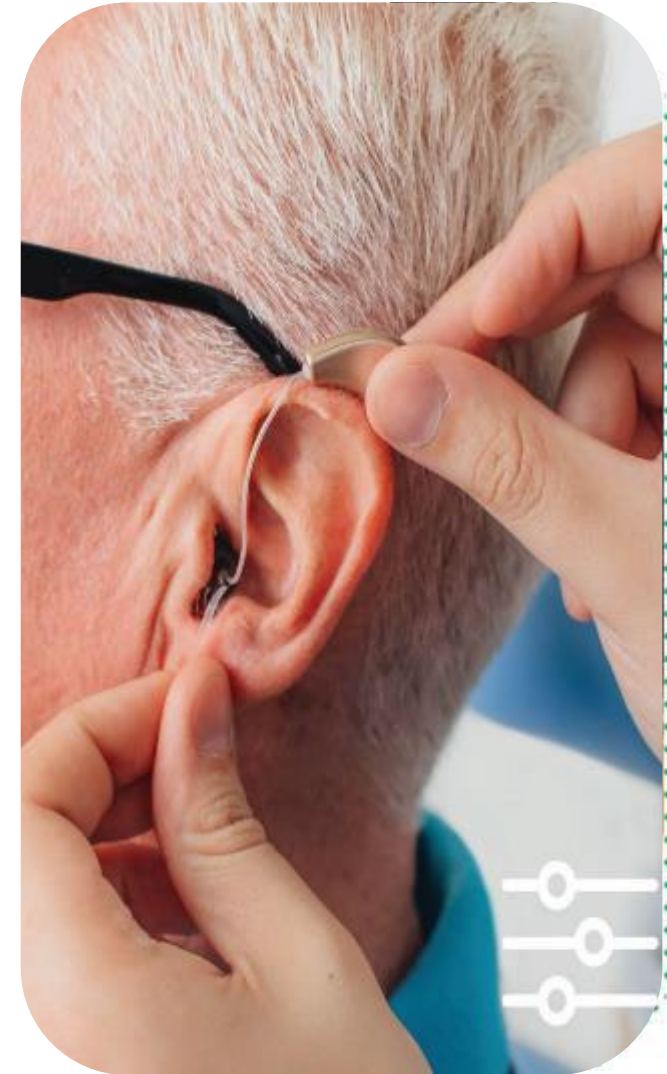
Step 3:

Member attends fitting appointment at the TruHearing Provider's Office:

- Provider programs aids according to findings on audiogram
- Provider fits aids to member
- Provider trains member on all aspects of use and care:
 - Adjustments ◦ Changing of batteries
 - Cleaning ◦ Storage
 - Installation and functionality of hearing aid app
- Member pays any remaining balance on the hearing aids
- Hearing aids are considered “delivered”



Members should schedule any necessary follow-up visits directly with the provider



Summary of benefits



UAW Retiree Medical Benefits Trust TruHearing Hearing Program Summary of Benefits

Services only available through Hearing Providers in TruHearing's Network

Item/Service	Description/Frequency	Your Cost Share*
Hearing Exam	Once every 36 months	\$0
Hearing Aid Evaluation Test	Once every 36 months for each ear	\$0
Conformity Evaluation	Once every 36 months for each ear	\$0
Covered Hearing Aids (including dispensing fee) Eligible for one (1) hearing aid per ear every 36 months.	Mid-Level Mid-High Level Advanced Level Flagship Level	\$0 per hearing aid \$250 per hearing aid \$500 per hearing aid \$650 per hearing aid
Initial Hearing Aid Fitting	Initial fitting and programming of purchased hearing aid	\$0
Follow-Up Visits	Provider visits after initial hearing aid fitting, including hearing aid cleaning (if needed, during the follow up appointment)	First 12 months: \$0 After 12 months: \$20 per visit
Batteries	80 batteries included with purchase of each non-rechargeable hearing aid	\$0
60-Day Hearing Aid Trial Period	Hearing aid may be returned or exchanged for 60 days following initial hearing aid fitting	\$0 (additional charges may apply if hearing aid is exchanged for a more expensive hearing aid)
Warranty and Replacement Devices – Manufacturer Defect	Repair or replacement of hearing aid due to manufacturer defect (3-year warranty)	\$0
Warranty and Replacement Devices – Loss and Damage	Repair or replacement of hearing aid due to loss or damage (3-year warranty); available once per hearing aid	Up to \$275 deductible per hearing aid
Initial Ear Molds (children up to age 7)	Covered with purchase of hearing aid styles that require ear molds	\$0
Initial Ear Molds (enrollees over age 7)	Covered with purchase of hearing aid styles that require ear molds	\$0
Replacement Ear Molds (children up to age 7)	Children up to age 3: up to four (4) replacement ear molds each year Children ages 3-7: up to two (2) replacement ear molds each year	\$0 (cost of additional ear molds is your responsibility)
Replacement Ear Molds (enrollees over age 7)	Not covered	Full cost of additional ear molds

For any questions call 1-844-394-5420

*Your cost share when using a provider in TruHearing's network. If you live more than 25 miles from the closest TruHearing provider, contact TruHearing for direction on how to see a provider outside of TruHearing's network. Additionally, you may have access to mobile providers in TruHearing's network.

Exclusions

The following items and services are not covered under your plan benefits:

- Services and equipment obtained from out-of-network providers exceeding the discounted (reimbursement) amount for hearing aid services that would have been paid if service(s) were obtained in-network
- Any products not listed on the approved product list, including, but not limited to, over-the-counter hearing aids
- Medical or surgical treatment
- Drugs or other medication
- Audiometric examinations, hearing aid evaluation tests and hearing aids provided under any applicable Workers' Compensation Law
- Audiometric exams and hearing aid evaluation tests performed, and hearing aids ordered (1) before the covered person becomes eligible for coverage; or (2) after termination of coverage
- Hearing aids ordered while covered but delivered more than 60 days after termination of coverage
- Charges for services available under the TruHearing benefit which are offered at no charge or for which there would be no charge if not covered under the TruHearing benefit
- Charges for audiometric examinations, hearing aid evaluation tests, and hearing aids which do not follow accepted standards of professional practice, including, but not limited to, where the services are not necessary or where the services are experimental
- Charges for audiometric examinations, hearing aid evaluation tests and hearing aids received as a result of ear disease, defect or injury due to an act of war declared or undeclared
- Charges for audiometric examinations, hearing aid evaluation tests and hearing aids provided by any governmental agency that are obtained by the covered person without cost by compliance with laws or regulations enacted by any federal, state, municipal, or other governmental body
- Services or supplies provided in a US government hospital not operated for the General Public
- Charges for any audiometric examinations, hearing aid evaluation tests and hearing aids to the extent benefits, therefore, are payable under any health care program supported in whole or in part by funds of the federal government or any state or political subdivision thereof
- Replacement of hearing aids that are lost or broken unless at the time of such replacement the covered person is otherwise eligible for a warranty replacement or new hearing aids
- Charges for the completion of any insurance forms
- Replacement parts for and repairs of hearing aids, except replacement ear molds for children up to age 7, unless otherwise covered under a warranty
- Charges incurred by a person enrolled in a plan not having access to the TruHearing benefit
- Eyeglass-type or eyeglass mounted hearing aids
- Charges for failure to keep a scheduled visit with a provider
- Charges for "spare" hearing aids (i.e., more than one (1) hearing aid per ear every 36 months)
- Hearing aids that do not meet Food and Drug Administration (FDA) and Federal Trade Commission (FTC) requirements

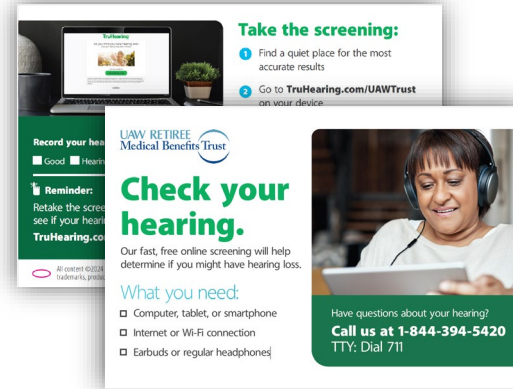
Note: Any products not listed on the approved product list, including, but not limited to, over-the-counter hearing aids are excluded. To find approved products please call 1-844-394-5420 and speak with a TruHearing Hearing Consultant to assist or visit TruHearing.com/UAWTrust.

As of June 2024

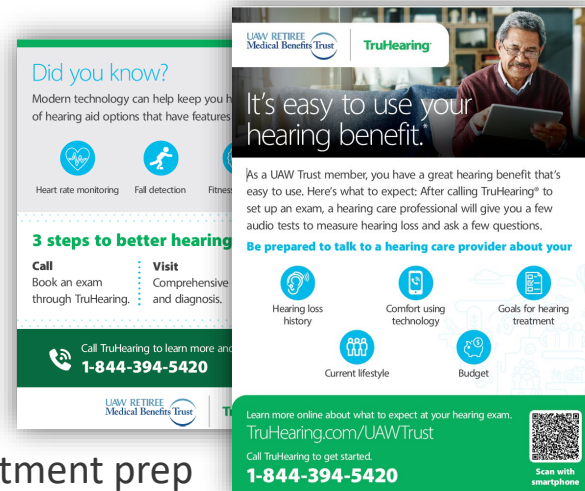
Member materials



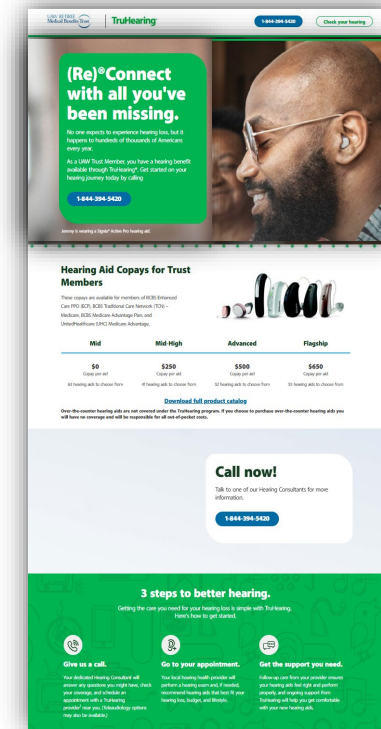
2025 Member flyer



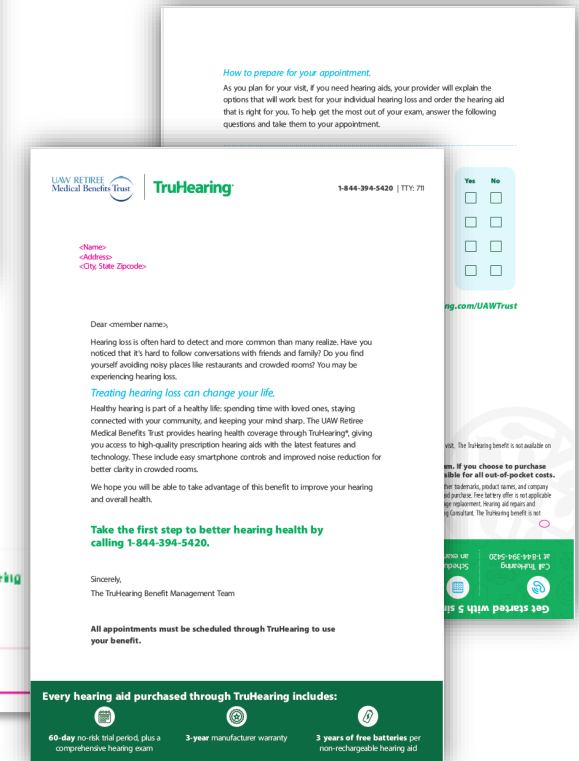
Online hearing
screening tips card



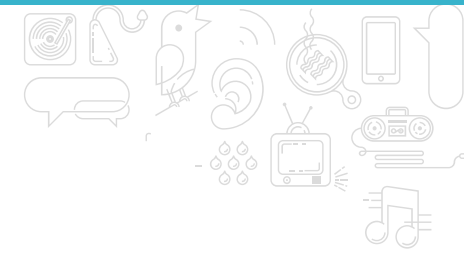
Appointment prep tips card



Landing page



2025 Member mailer



Sources of important information



- › TruHearing Hearing Consultants (1-844-394-5420)



- › Frequently asked questions

- › Member flyer



- › This training

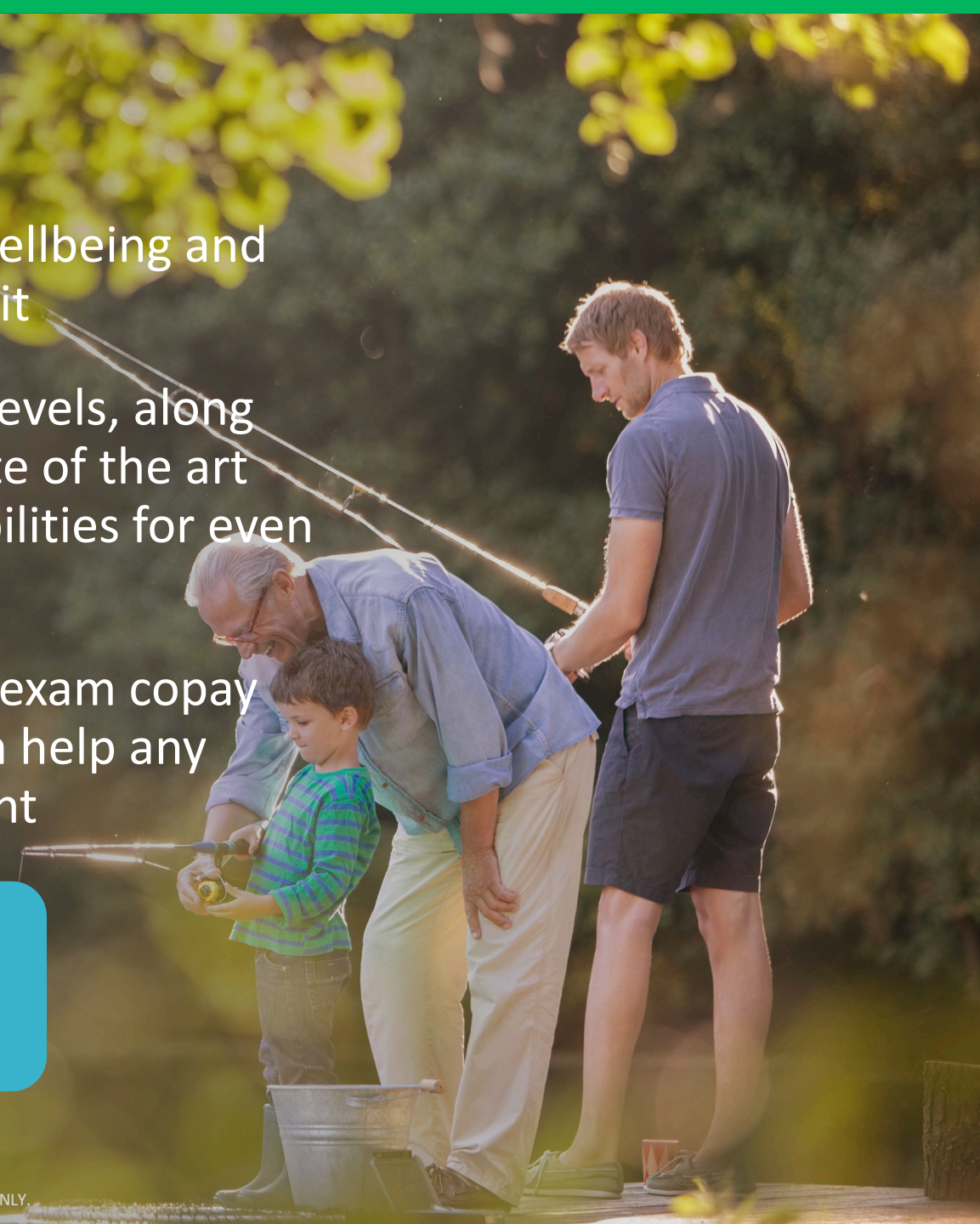
- › <https://www.truhearing.com/UAWTrust>

Remember:

- › Hearing healthcare is important to your overall wellbeing and the Trust provides you with a very valuable benefit
- › Hearing aids come in many different technology levels, along with many style options and colors. They are state of the art with rechargeability options and Bluetooth capabilities for even more comfort and convenience
- › Don't wait to get your hearing checked with a \$0 exam copay and hearing aid copayments as low as \$0 that can help any member obtain the hearing success that they want



Members should call TruHearing for any questions and to set up their appointment





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