Frequently Asked Questions

HEALTHY MISSISSIPPI | nationshearing

Q: How does NationsHearing® work with my health plan?
A: **Healthy Mississippi, Inc.** has partnered with NationsHearing to administer your hearing aid benefit.

Q: How do I take a hearing test?
A: You have two convenient ways to take a hearing test.

- Call **877-740-2369 (TTY: 711)** to speak with a Member Experience Advisor who will schedule your hearing test with a local provider. Member Experience Advisor are available 8 a.m. - 8 p.m. local time, seven days a week.
- Visit **HealthyMS.NationsBenefits.com/Hearing** to find a local provider.

Q: What if I already took a hearing test?
A: If your hearing test was taken more than six months ago, your provider may want to conduct their own hearing test to ensure your hearing aids are properly fitted.

Q: What is the cost of a hearing test?
A: Your hearing aid benefit includes an annual hearing test with an in-network NationsHearing provider at no out-of-pocket cost.

Q: How do I select a NationsHearing provider and schedule a no-cost hearing test?
A: Our Member Experience Advisors will help you select a hearing aid provider and schedule a no-cost hearing test in your area. All NationsHearing providers offer the same services.

Q: What types of brands of hearing aids do you offer?
A: NationsHearing offers the latest hearing aids from all major manufacturers.[1] This gives you the ability to choose from a robust selection of state-of-the-art hearing aids with features like Bluetooth® compatibility, direct-to-smartphone streaming, TV connectivity, and recharge-ability to meet your lifestyle and listening needs.

Q: What if my hearing aids are damaged or lost?
A: All hearing aids purchased through NationsHearing come with a three-year manufacturer's warranty to cover repairs and one-time loss and damage replacement coverage[2] (per hearing aid).

Q: Is there a cost for hearing aid batteries?
A: No, your benefit includes three years of batteries[3] (per hearing aid), at no additional cost.

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Q: Is there a return policy?

A: Yes, NationsHearing offers a 60-day, 100% money-back guarantee. During this time, you can return or exchange your hearing aids for a different model. Please contact us at **877-740-2369 (TTY: 711)**. We want to make sure you are completely satisfied.

Q: How do I get started?

A: Call **877-740-2369 (TTY: 711)** or visit **HealthyMS.NationsBenefits.com/Hearing**. Member Experience Advisors are available 8 a.m. - 8 p.m. local time, seven days a week. Language support services are available free of charge.

Q: Is follow-up care included?

A: All hearing aids offered through NationsHearing include the hearing aid fitting and three follow up visits with your provider at no charge.[4]

[1]Select makes and models apply to digital hearing aid orders.
[2]Deductibles vary by manufacturer and typically range from $150-$200 per hearing aid.
[3]Not applicable to the purchase of rechargeable hearing aid models. Up to 60 batteries per ear, per year. Not applicable to the purchase of rechargeable hearing aid models.
[4]Follow-up care offered with original provider. Visits available within first year of hearing aid fitting.

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