

Q: How does NationsHearing® work with my health plan?

A: **Aetna Better Health Michigan** 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 **877-397-9370 (TTY: 711)** to speak with a Member Experience Advisor who will schedule your hearing test with a local provider. Member Experience Advisors are available 8 a.m. - 8 p.m. local time, seven days a week.
- Visit **AetnaMedicaidMI.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 (per hearing aid).

Q: Is there a cost for hearing aid batteries?

A: No, your benefit includes three years of batteries² (per hearing aid), at no additional cost.

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 **877-397-9370 (TTY: 711)**. We want to make sure you **are completely satisfied**.

Q: How do I get started?

A: Call **877-397-9370 (TTY: 711)** or visit **AetnaMedicaidMI.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.³

¹Select makes and models apply to digital hearing aid orders.

²Not 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.

³Follow-up care offered with original provider. Visits available within first year of hearing aid fitting. See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area.

Participating health care providers are independent contractors and are neither agents nor employees of Aetna. The availability of any particular provider cannot be guaranteed, and provider network composition is subject to change.

©2026 NationsBenefits, LLC. All rights reserved. NationsHearing is a registered trademark of NationsBenefits, LLC. Other marks are the property of their respective owners.