



## Turning up the volume on your hearing care program



As an Anthem member, you have access to a wide range of hearing benefits through Hearing Care Solutions (HCS). With more than 35 years of combined experience in hearing healthcare and with more than 4,500 locations nationwide, HCS can help deliver the care you need to hear — and live — better.

**See the next page to learn how to  
take advantage of your benefits!**

## How to obtain hearing care under your plan



**Call 1-855-312-2545 (Monday to Friday, 5 a.m. to 5 p.m. PT)**

HCS will stay on the phone with you while they schedule an appointment with a contracted hearing care provider in your area. On the day of your appointment, you will receive a comprehensive hearing exam and discuss the right hearing aid option for you.

HCS will work directly with Anthem and you will only pay for any allowable charges that exceed the benefit amount. Allowable charges may vary according to the hearing aid technology.

For any additional questions, please call the number on the back of your plan membership card or visit [www.anthem.com/ca](http://www.anthem.com/ca).

**Here are some of the benefits of visiting an in-network HCS provider:**

- Three-year manufacturer's warranty, including loss, damage, and repair (manufacturer's deductible may apply)
- 60-day evaluation period
- One year of follow-up care at no charge, with original provider
- 12-month interest-free financing available to qualified applicants
- Access to HCS doctor of audiology and product specialists to respond to your questions or make recommendations

We do not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age or disability in our health programs and activities.

English: You have the right to get this information and help in your language for free. Call the Member Services number on your ID card for help. (TTY: 711)

Spanish: Tiene el derecho de obtener esta información y ayuda en su idioma en forma gratuita. Llame al número de Servicios para Miembros que figura en su tarjeta de identificación para obtener ayuda. (TTY: 711)

Chinese: 您有權使用您的語言免費獲得該資訊和協助。請撥打您的 ID 卡上的成員服務號碼尋求協助。(TTY: 711)

Anthem Blue Cross is the trade name of Blue Cross of California. Anthem Blue Cross, Anthem BC Health Insurance Company and Anthem Blue Cross Life and Health Insurance Company are independent licensees of the Blue Cross Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.