



Summary Plan Description

Full-Time Actives





Hearing Aid (Full-Time Actives)

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If you need help with your hearing aid during the pandemic office closures, please call TruHearing at 877-653-8967, not your audiologist.

How does the TruHearing plan work?

Hearing aid benefits are available to you and your covered dependents every 36 months. The Fund has chosen TruHearing to be the exclusive hearing aid network to provide members and their eligible dependents with a program for hearing tests and hearing aids.

You can purchase a hearing aid for a [discounted price from TruHearing](#) or use a nonparticipating provider and receive direct reimbursement of up to \$500 every 36 months. **For out-of-network claims first contact TruHearing at 1-877-653-8967 prior to your appointment to be eligible for a maximum \$500 direct reimbursement.**

To obtain service from TruHearing, members begin by calling the toll-free number (877) 653-8967 to schedule an appointment with a provider. You will be given the names of three participating TruHearing practitioners in your area and the nearest TruHearing store. You may continue to request additional names of participating practitioners until you are satisfied with your choices. If you have a specific hearing aid manufacturer in mind, you may also request the names of nearby TruHearing participating practitioners who carry hearing aids from that particular manufacturer. TruHearing offers hearing aids from more than 10

manufacturers. Members and Dependents are eligible for:

- Free annual hearing screening
- In-plan Hearing Aid Benefit \$1,500 per ear (\$3,000 total) every 36 months.
- Guaranteed price discounts on all hearing aids
- Unlimited visits during the first year of purchase (adjustments, cleaning programming)
- Loaner hearing aids available when your hearing aids are being serviced
- 3-Year Warranty: repair and one-time replacement due to loss or damage (deductible applies)
- 3-Year supply of batteries
- 12-Month interest free financing available
- Out-of-network maximum direct reimbursement of \$500 every 36 months in lieu of in network purchase. For out-of-network claims first contact TruHearing at 1-877-653-8967 prior to your appointment to be eligible for a maximum \$500 direct reimbursement.

To learn more or to make an appointment with a TruHearing provider, you must contact TruHearing directly at 1-877-653-8867 and let them know that you are a member of the PSC-CUNY Welfare Fund, so they can determine your eligibility.

Hearing Aid Out-of-Network Reimbursement

For out-of-network claims, you must first contact TruHearing at 1-877-653-8967 prior to your appointment to be eligible for a maximum \$250 per ear (\$500 maximum) direct reimbursement. Request the reimbursement form from TruHearing.

Please send your hearing aid receipt or proof of payment to:

TruHearing Inc.
Attn: Billing
12936 Frontrunner Blvd #100
Draper, UT 84020

Or you may email your claim to:

Onclaims@truhearing.com

Please attach a letter to your claim stating your name, address, and phone #.
Indicate that you are a PSC CUNY Welfare Fund member.

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