

2024 Oregon PPO Plus adult hearing aids

This benefit covers hearing aids for members 19 and older. A hearing aid is any non-disposable, wearable electronic instrument or device designed to aid or compensate for impaired human hearing and any necessary ear mold, part, attachments, batteries, or accessory necessary to the function of the hearing aid, except cords.

Benefit allowance

We provide an allowance toward the price of a hearing aid.

Allowance options
\$250, \$500, \$1,000, or \$1,500 per ear every 36, 48, or 60 months

Coverage

This benefit covers hearing aids, visits to determine the appropriate hearing aid model, visits to verify that the hearing aid conforms to the prescription, and visits for fitting, counseling, adjustment, cleaning, and inspection. Visits are subject to the medical plan's specialty cost share for the applicable network. For more information, contact Customer Service at **1-866-616-0047**.

Provider Networks

Hearing aids may be purchased from:

- **PPO Providers:** In states where Kaiser Permanente operates, members can get care from Kaiser Permanente providers and First Choice Health providers in Oregon and Washington, and First Health Network providers in California, Colorado, Georgia, Hawaii, Maryland, Virginia, and Washington D.C.¹ In all other states, members can visit the Cigna HealthcareSM PPO Network providers.² Visit kp.org/choiceproducts/nw or contact Customer Service at **1-866-616-0047** for more information.
- **Nonparticipating providers:** Members can get care from nonparticipating providers of their choice, those not affiliated with any of the PPO networks listed above.

¹ Kaiser Permanente states: California, Colorado, Georgia, Hawaii, Maryland, Oregon, Virginia, Washington, and Washington, D.C.

² The Cigna Healthcare PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna Healthcare PPO for Shared Administration.

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Hearing aid exclusions

- Bone-anchored hearing aids.
- Cleaners, moisture guards, and assistive listening devices (for example, FM systems, cell phone or telephone amplifiers, and personal amplifiers designed to improve hearing in a specific listening situation).
- Internally implanted hearing aids.
- Non-prescription hearing aids, including over the counter hearing aids.
- Repair of hearing aids beyond the warranty period.
- Replacement of lost or broken hearing aids, if the allowance has been exhausted (used up).
- Replacement parts and batteries.