

## Rider 14-585

# Hearing Care Services

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This rider modifies the terms of your health plan. Please keep this rider with your Benefit Description for easy reference.

The *outpatient* benefits described in your Benefit Description have been changed.

**Hearing Exams** – Medex provides full benefits based on the *allowed charge* for a hearing exam that is furnished by a *Blue Cross and Blue Shield* participating *physician* (who is an otologist or otolaryngologist) or a *Blue Cross and Blue Shield* participating audiologist (or any licensed otologist, otolaryngologist or audiologist outside of Massachusetts). These benefits are limited to one exam every two calendar years. For these *covered services*, you pay nothing.

**Hearing Aid(s)** – These benefits also include up to \$1,500 every two calendar years for one hearing aid (or one set of binaural hearing aids) that you buy from a licensed hearing aid dealer. This includes any costs for dispensing fees and acquisition costs. After you have received your \$1,500 maximum benefit for these *covered services*, you must pay all charges that are in excess of this amount for that eligible time period. At the time you buy your hearing aid(s) or at a later time, the hearing aid dealer may ask you to pay all charges. In this case, you will have to file a claim to *Blue Cross and Blue Shield* for repayment of these *covered services*. Your claim must include: a completed claim form; and your original itemized bill(s). For a claim form or help to file a claim, you may call the *Blue Cross and Blue Shield* customer service office at the toll-free telephone number that is on your Medex identification cards

**No benefits** are provided for hearing aid(s) delivered more than 60 days after your termination date under this Medex plan (even if they were prescribed while you were covered under this Medex plan); replacement parts for and repairs of the hearing aid(s); and charges to replace lost or broken hearing aid(s) unless at the time you replace the hearing aid(s) you have gone more than two calendar years without receiving this hearing aid benefit.

All other provisions remain as described in your Benefit Description.