

# *TreatmentFi™ FAQs For Patients!*

## **1. Can I use TreatmentFi™ and my insurance benefit to cover the cost of my hearing health care and hearing aids?**

Yes! TreatmentFi™ was designed to be flexible and help all patients with hearing loss get the treatment they need. While insurance benefits differ, if you have a benefit that will cover a portion of the total spend, TreatmentFi™ can be used to cover the remaining costs.

## **2. Why would I use a TreatmentFi™ subscription program when I can just buy my hearing aids outright?**

TreatmentFi™ subscription programs were designed for two reasons:

- a. To lower the cost of entry and increase access to affordable hearing health care for the 42 million Americans living with untreated hearing loss
  - b. To help offset the large out-of-pocket costs associated with purchasing hearing aids outright
- TreatmentFi™ all-inclusive programs also ensures that patients don't have to worry about future co-pay and specialist office visit charges.

## **3. Is TreatmentFi™ a credit-based program and what is the credit requirement for TreatmentFi™ qualification?**

Yes. TreatmentFi™ is a credit-based program, but like all things credit related – the required credit score is a moving target with no definitive basement number. However, TreatmentFi does has a lower credit requirement when compared to traditional financing.

## **4. What is the TreatmentFi™ cancellation / return policy?**

To ensure patients feel comfortable with their decision to begin the medical treatment of hearing loss, TreatmentFi™ offers every patient a hassle-free 60-day period to return their technology and end treatment.

## **5. How long is the TreatmentFi™ program?**

Each TreatmentFi™ program is a 48-month in duration. However, if the patient experiences a significant change in hearing acuity and/or the hearing specialist determines that an earlier upgrade is necessary, accommodations can be made.

## **6. Why 48-months?**

Hearing loss is a progressive degenerative disorder that will change over time, even with treatment. On average, individuals with hearing loss experience a change in their hearing, tinnitus and associated cognitive needs approximately every 48-months. In addition, hearing aids offer significant improvements in technology every 36-48 months; thus each patient is eligible to upgrade his/her hearing aids every 3-4 years.

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## **7. What happens at the end of 48-months?**

Each 48-months, or sooner if needed, your treatment plan and hearing aids will be upgraded. While hearing loss, tinnitus and associated cognitive needs can progressively worsen over time, treatment and hearing aids are always improving and this program guarantees that each patient always has access to the best available treatment.

At the end of the 48-months, each patient is required to turn-in their current hearing aids. TreatmentFi™ is dedicated to ‘treatment for all’ and your technology will be donated to non-profit organizations helping less-fortunate people around the world to hear better.

## **8. Can I use my HSA / Flex-Spending account with TreatmentFi™?**

Yes! If you have an HSA or a Flex-Spending account, you can simply submit your monthly TreatmentFi™ payment receipt to your program and be reimbursed.

## **9. Can I make a down-payment on my treatment and hearing aids and use TreatmentFi™ to cover the remaining costs?**

Yes! Patients with hearing loss are NOT a one-size-fits-all, so why should the way we pay for our treatment and hearing aids be that way? TreatmentFi™ offers the flexibility to allow patients to include an initial down payment and lower their program payments to their desired amount! We even have a not-so-fancy calculator that can help you and your hearing health care provider get you to the monthly payment that is right for you.

## **10. What happens to my TreatmentFi™ program if I move?**

TreatmentFi™ understands that ‘life happens’ – that is why we have built the largest network of independent hearing health care professionals from coast to coast to make sure you are covered wherever you live (or plan on living!). Your TreatmentFi™ program goes wherever you go so you will not have to worry about any interruption of your treatment or guarantees.

## **11. What happens if my hearing aids break or I lose them?**

TreatmentFi™ offers the peace of mind that every patient with hearing loss deserves. Every person who treats their hearing loss with TreatmentFi™ has a guaranteed 48-month warranty on his/her hearing aids. You will never pay for a repair – even if it’s your fault! TreatmentFi™ also accepts the premise that people lose stuff! TreatmentFi™ programs offer a 1-time replacement set of hearing aids to each patient. Any replacement fee assessed is at the discretion of your local provider.