



Hearing Aid Reimbursement

Effective: Wednesday, January 1, 2025, through Thursday, September 6, 2029

Live: Monday, June 2, 2025

Benefit Information & Eligibility

- Bargained employees covered under a Textron medical plan.
 - Dependents are not eligible for reimbursement, but hearing aids are still covered (subject to deductibles, coinsurance or copays in-network and out-of-network) if they are on a Textron medical plan.
- \$2,000 reimbursement limit every three years from first submission.
- Valid from Wednesday, January 1, 2025, through September 16, 2029.
- Reimbursement requests must be submitted within 60 days of purchase.
 - For purchases made January 1 - June 1, 2025, claims can be submitted until July 31, 2025.
- Employees must be active at the time of hearing aid purchase and reimbursement submission.
- Batteries are not covered.
- Subject to deductible, coinsurance or copays in-network and out-of-network.

Employee Process

- Purchase hearing aids through provider.
 - Employees can follow the steps below to find a provider and obtain a hearing aids prescription.
- Provider submits claim to Textron medical plan
- Employee pays out-of-pocket expense
- Obtain a copy of receipt showing purchase of hearing aids equipment, and Explanation of Benefits (EOB)
 - An Explanation of Benefits (EOB) is a statement from your health insurance plan that details how a claim was processed and provides information about the services received, the total cost, what the insurance covered and what the individual owes.
Retrieving EOB from UHC:
 - Login to myuhc.com
 - Select Claims & Accounts from the top menu
 - Select My claims
 - Fill in requested information on the claim
 - This will pop out a window and you can view the EOB for the selected claim
Retrieving EOB from Surest:
 - Login to benefits.surest.com
 - Select Claims under the Find Care tab
 - Select Medical Claims
 - Select the claim by clicking on the date of service
 - Under the Your responsibility section, click download and this will download your PDF EOB
- Submit for hearing aid reimbursement
 - Submit for reimbursement using the Microsoft form: <https://forms.cloud.microsoft/r/9X6iruJvTF>
 - Must be logged into a computer with your Network information to submit form, contact IT at 316-517-4062 for assistance with Network credentials.
- Reimbursement will be reviewed, approved/denied, and email confirmation will be sent within 1–2 weeks.
- Reimbursement will be on paycheck within 2–3 weeks from submission.
 - The amount will be grossed up to absorb applicable taxes.



Max, High and Low-Deductible Plans (United Healthcare)

Instructions for finding an In-Network Provider

Note: you will pay less out-of-pocket if you see an in-network provider

- Login to myuhc.com. Click Find Care & Costs. Click view all care.
 - In the search bar, type “hearing aid” and click view all results
 - Filter by “health supplies offered”
- Or go to uhhearing.com and search for prescription hearing aids, over-the-counter hearing aids or find a local provider and search by zip code.
 - For assistance, call UnitedHealthcare Hearing at 1-855-523-9355
- Call UHC Member Services with questions at 1-800-889-9207.
- Hearing Aid Claims:
 - If In-Network: the provider submits the claim for processing and employees can take the hearing aids home
 - If Out-of-Network: employee pays up front for the hearing aids and then submits a claim reimbursement form to UHC or Surest for reimbursement.

No Deductible Plan (Surest)

Instructions for finding an In-Network Provider

Note: you will pay less out-of-pocket if you see an in-network provider

- Login to surest.com or use the app, in the search bar, type “hearing aid” to see a list of hearing aid types and the applicable in-network copays.
 - Clicking “View provider directory” will provide a list of in-network hearing aid providers in your area. Make sure the zip code shown by the search bar is where you want to search.
- View a map of providers to see prices. Select a provider to view their contact information.
- The app does not share out-of-network providers; however, it does show the out-of-network copay (with a message that balance billing may apply).
- If you have any questions, please call Surest Member Services at 1-866-683-6440.
- Hearing Aid Claims: must process claim through insurance to gain Explanation of Benefits (EOB)
 - If In-Network: the provider submits the claim for processing and employees can take the hearing aids home
 - If Out-of-Network: employee pays up front for the hearing aids and then submits a claim reimbursement form to UHC or Surest for reimbursement.

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