

Sanford Health Plan

Medicare Advantage

Hearing Benefit Member FAQ



Q: How does NationsHearing® work with my coverage?

A: Sanford Health Plan has partnered with NationsHearing to administer our hearing aid benefit.

Q: What benefits are standard with NationsHearing coverage?

A: All coverage/plans include the following:

- Annual hearing test with no out-of-pocket cost
- Access to a nationwide network of 8,000+ providers
- Hearing aids available from all major manufacturers
- Low pricing and a 60-day, 100% money-back guarantee
- Three follow-up visits
- 3-year manufacturer's repair warranty
- 3 years of batteries included (not applicable to the purchase of rechargeable hearing aid models)
- One-time replacement coverage for lost, stolen or damaged hearing aids (Deductibles may apply)
- 12-and 18-month financing options available with 0% APR, no money down

Q: How do I take a hearing test?

A: Members have two convenient ways to take a hearing test:

- Call (877) 280-1649 (TTY: 711) to speak with a Member Experience Advisor who will schedule a no-cost hearing test with a local provider. Member Experience Advisors are available 24 hours per day, 7 days per week, 365 days per year.
- Align powered by Sanford Health Plan members visit alignsanfordhealthplan.nationsbenefits.com/hearing to access the online hearing test.
- Great Plains Medicare Advantage members visit gpma.nationsbenefits.com/hearing to access the online hearing test.

Q: How do members use their hearing benefits?

A: Members have two options:

Option 1:

1. Contact NationsHearing to schedule a hearing test.
2. Visit a local provider for hearing test and receive test results.
3. Use their benefit allowance to order hearing aids.
4. Work with the provider to fit and tune hearing aids.

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5. All members receive a follow-up call to ensure complete satisfaction.

Option 2:

1. Access online hearing test from their computer or mobile device
2. Receive digital record of their hearing test results.
3. Use their benefit allowance to order hearing aids online.
4. Receive home delivery of their hearing aids at no additional cost.
5. Connect with an online representative for remote tuning.

Q: How do I contact NationsHearing Customer Service and what are their hours?

A: Call (877) 280-1649 (TTY: 711) to speak with a Member Experience Advisor who will schedule a hearing test with a local provider. Member Experience Advisors are available 24 hours per day, 7 days per week, 365 days per year.

Q: What is the Hearing Hunt game?

A: The game uses a multi-themed display with sound clues that ask you to listen and find hidden words while earning rewards and receiving healthy hearing tips. The auditory experience is especially helpful when paired with Bluetooth® hearing aids. Download today!



Q: Are there any claims to submit?

A: No, there are no claims or forms to complete when seeing a Nations Benefits network doctor as the doctor verifies coverage, bills NationsHearing for services rendered and NationsHearing pays the doctor directly.

Q: How do I find an in-network doctor?

A: Members should contact a Member Experience Advisor at (877) 280-1649 (TTY: 711) to find an in-network provider.

Q: Are member materials available in any other languages and language line services?

A: Yes, contact NationsHearing at (877) 212-0859 (TTY: 711) to speak with a Member Experience Advisor to request additional or alternative language materials.

Q: Is there a NationsHearing member portal?

A: Yes, Align powered by Sanford Health Plan members can visit alignsanfordhealthplan.nationsbenefits.com/hearing to visit their hearing member portal and Great Plains Medicare Advantage members visit gpma.nationsbenefits.com/hearing their hearing member portal.

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Q: What types and brands of hearing aids does NationsHearing offer?

A: NationsHearing offers the latest hearing aids from all major manufacturers. This allows members to choose from a robust selection of state-of-the-art hearing aids to meet their needs and lifestyle.

Q: What if the member loses or damages their hearing aids?

A: All hearing aids purchased through NationsHearing come with a three-year manufacturers' warranty to cover repairs, one-time loss and damage replacement coverage (per hearing aid).

Q: Is there a cost for hearing aid batteries?

A: No, members' benefit includes three years of batteries (per hearing aid) at no additional cost.

Q: Is there a return policy on hearing aids?

A: Yes, NationsHearing offers a 60-day, 100% money-back guarantee. The member should contact Customer Service to begin the return process.

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Great Plains Medicare Advantage is an HMO I-SNP with a Medicare contract. Enrollment in Great Plains Medicare Advantage depends on contract renewal. Sanford Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, or any other classification protected under the law. This information is not a complete list of benefits. Call (844) 637-4760 (TTY: (888) 279-1549) for more information. If you need language services or information given in a different format please call (844) 637-4760 (TTY: (888) 279-1549). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (844) 637-4760 (TTY: (888) 279-1549). 注意：注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電(844) 637-4760 (TTY: (888) 279-1549). Our customer service lines are available 8 a.m. to 8 p.m. CST, 7 days a week, October 1-March 31 except on Christmas and Thanksgiving, and Monday through Friday all other dates except on federal holidays.

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