



July 31, 2015

Dear Deseret Mutual Provider:

Beginning January 2016, Deseret Mutual health plan participants will have access to a value-added hearing aid savings program that will be administered through TruHearing. TruHearing is a national hearing aid program that provides significant savings on high quality hearing aids and exceptional service to those with hearing loss. Deseret Mutual participants and their dependents will have access to TruHearing's special pricing and a worry-free, personalized purchase process.

We'll notify our participants of this new savings program and invite them to contact TruHearing if they want to access this discount. TruHearing will then schedule an appointment for the participant with a provider in the TruHearing network.

We anticipate that many of our participants with hearing loss will choose to access this discount program. Because you are a valued provider in our network, we encourage you to join the TruHearing network so those Deseret Mutual members who choose to access the TruHearing discount can continue to receive the exceptional service you provide. If you choose not to join the TruHearing network, you will continue to be a Deseret Mutual contracted provider.

Here's how the TruHearing program works:

- Deseret Mutual participants call TruHearing. TruHearing will educate them on the program and schedule them with one of their in-network contracted providers via a conference call.
- The TruHearing provider performs a comprehensive hearing evaluation. The provider will bill Deseret Mutual for the hearing exam and collect the appropriate copayment according to their agreement with Deseret Mutual.
- Following the exam, the provider recommends the appropriate hearing aids from the list of TruHearing products and orders them through the TruHearing online ordering system. For a full list of products, visit [www.truhearing.com/products](http://www.truhearing.com/products).
- Hearing aids are shipped to the provider's office and the patient returns for fitting and programming.
- Patients have 45 days to return or exchange their hearing aids. They also receive a 3-year manufacturer's warranty and 48 free batteries from TruHearing.

If you aren't already part of the TruHearing provider network and would like to join or learn more, please contact TruHearing's Provider Outreach team at 1-855-286-0550.

Sincerely,

DESERET MUTUAL BENEFIT ADMINISTRATORS