

# Start your journey to better hearing

EPIC Hearing Healthcare provides flexible hearing care options and support for all your needs, preferences and stages of your hearing health journey.



## **Step 1: Call or visit [epichearing.com](https://epichearing.com) to learn about your plan, then learn about an expert-guided or self-guided path**

Call us at **1-866-956-5400** and a customer care agent will verify your coverage and answer any questions you have about your benefits, pricing and more.

### **Expert-guided path**

## **Step 2: Learn about what to expect**

If you prefer the support of a hearing care professional, check out resources online to learn more about what EPIC has to offer and what happens next.

**Visit [epichearing.com/prescription](https://epichearing.com/prescription)**



## **Step 3: Request and go to your appointment and order hearing aids**

Call **1-866-956-5400, TTY 711** to request an appointment with a provider who will help you find your ideal combination of technology, quality and price.



## **Step 4: Go to a fitting appointment and receive ongoing support**

Your provider will program your hearing aids and adjust their fit for comfort. You'll be able to ask questions plus get follow-up care for adjustments if needed.

### **Self-guided path**

## **Learn about over-the-counter (OTC) devices\***

If you have mild-to-moderate hearing loss and enjoy using your smartphone and apps, over-the-counter (OTC) devices may be a an option to explore.

**Visit [epichearing.com/otc](https://epichearing.com/otc)**



**EPIC**  
HEARING HEALTHCARE™

## Prepare for your appointment

If you are meeting with a provider, ask these questions about your hearing health:

- What's the most likely cause of my symptoms?
- How can a pair of hearing aids benefit me?
- Do I need to see a specialist?

What to prepare for your appointment:

- A key list of your symptoms and how long you've had them
- Medical information
- Exposure you've had to loud environments

## Good-to-know details

- ✓ Hearing aids today typically are smaller, less noticeable, and more comfortable than they used to be
- ✓ Hearing aids come in a variety of styles to fit your lifestyle, budget and goals including over-the-counter (OTC) options
- ✓ A convenient, national network of hearing care professionals offer support for prescription devices

## Ready to start with an expert?



**Call 1-866-956-5400, TTY 711**

Call 9 a.m. – 9 p.m. ET,  
Monday through Friday.

Hearing Plan Name: **IUOE Local 478 Health Benefits Fund**



**Visit [epichearing.com/prescription](https://epichearing.com/prescription)**



## The best hearing aid is the one that's right for you

There are a broad array of hearing aids available through your benefit. Choose from high-value Relate® prescription hearing aids, the latest technology and newest features from major hearing aid brands, and explore versatile, over-the-counter options — including aids that come with expert care.



**Scan QR code**

using your smartphone's camera to learn more about hearing health

\*Benefit allowances do not apply to over-the-counter (OTC) device purchases

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Hearing aids must be ordered through the Ear Professionals International Corporation (EPIC) Hearing Healthcare provider network. Price per hearing aid, based on suggested manufacturer pricing. Hearing aids ordered through providers outside of the EPIC Hearing Healthcare provider network will not be covered. Home delivery may not be available on all plans. EPIC Hearing Healthcare complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

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