VIVA MEDICARE

Improve Health and Wellness with Your Hearing Aid Benefit



Welcome to **NationsHearing**®! As a valued **VIVA MEDICARE** member, you have a hearing aid benefit that gives you everything you need to manage your hearing health. With this benefit, you get a discount on the hearing aids you buy through NationsBenefits.

You can choose between prescription hearing aids that are sold as a separate purchase for each ear or over-the-counter (OTC) hearing aids that are sold as a pair (one for each ear).

Prescription hearing aids are for people with mild to severe hearing loss. You need to take a hearing test, either with a licensed hearing specialist or online with NationsHearing, before you can get prescription hearing aids. Your hearing aid is fitted to your ear and tested to make sure you can hear clearly.

OTC hearing aids are for people with only mild or moderate hearing loss. You do not need a prescription or a hearing exam to get OTC hearing aids. OTC hearing aids do not include in-person support with a hearing provider. You will fit the hearing aids into your ears yourself and use pre-set programs to figure out what works best for your hearing. Some OTC hearing aids require a smartphone to set up.

YOUR BENEFIT INCLUDES:

An Annual Hearing Test with No Out-Of-Pocket Cost

Taking your hearing test is easy:

- Call **877-209-5189 (TTY: 711)** to speak with a Member Experience Advisor who will schedule your hearing test with a local hearing aid provider
- Go online to **VIVA.NationsBenefits.com/Hearing** to take your hearing test online using a computer, tablet, or smartphone.

Prescription hearing aids come with:

- 60-day trial period from date of fitting, 100% money-back guarantee
- Three-year manufacturers' repair warranty
- Three follow-up visits with the original provider to make sure you are happy[1]
- Three years of batteries included[2]

Reminder: Prescription hearing aids can be bought for one ear or both ears.

OTC hearing aids do not need a hearing exam and come with:

- 60-day, 100% money back trial period from date of purchase
- Rechargeable technology
- 1-3 year limited manufacturer's warranty, depending on the manufacturer or technology level

Reminder: OTC hearing aids bought through NationsHearing are only sold in pairs.

All hearing aids must be purchased through NationsHearing and their in-network partners. You can choose a pair of OTC hearing aids or prescription hearing aids – not both.

How to Order Over-the-Counter (OTC) Hearing Aids

Visit **NationsHearing.com/VIVA**.

Login to the Member Portal, using your member ID, last name, and date of birth.

Once logged in you can access a selection of high-quality OTC hearing aids at a discounted price.

Order online from the portal to have them shipped directly to your home.

How to Order Prescription Hearing Aids

Call
Call **877-209-5189 (TTY: 711)** and speak with a Member Experience Advisor to schedule a local provider hearing exam.

Exam
If the exam results indicate hearing loss, NationsHearing® will work with you to select the highest quality hearing aids to best meet your needs.

Fit
The provider will fit your hearing aids and schedule any necessary follow up appointments.

Enjoy the sound
Experience the magic of high-quality sound with our state-of-the-art hearing aids! Rediscover the joy of hearing with our lightweight and comfortable hearing aids–because every sound counts!

GET STARTED TODAY!

To find out more about your hearing aid benefit, call NationsHearing at **877-209-5189 (TTY: 711)** or visit **VIVA.NationsBenefits.com/Hearing**.

Member Experience Advisors are ready to take your call from 8 a.m. - 8 p.m. every day, except when closed for federal holidays. Language support services are available free of charge.

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[1]Within the first year of fitting date. [2]Not applicable to the purchase of rechargeable hearing aid models. ©2025 NationsBenefits, LLC. All rights reserved. NationsBenefits is a registered trademark of NationsBenefits, LLC. All other trademarks shown are the property of their respective owners. H0154_mcdoc4365r2A_C _04/16/2026