

2025 Certificate of Coverage

PriorityMedicareSM Employer HMO & PPO
City of Detroit Police & Fire Department
Offered by Priority Health

January 1, 2025-December 31, 2025

Thank you for being a Priority Health Medicare (Employer PPO) or Priority Health Medicare (Employer HMO) member.

Your **Priority**Medicare (Employer PPO) or **Priority**Medicare (Employer HMO) plan includes hearing coverage at no additional cost in premium to you. These are extra benefits that are not covered by Medicare, but that Priority Health includes in your plan and therefore are referred to as “Mandatory.”

This document contains details on what’s covered, what’s not, how to access your benefits, and so much more. For benefit, provider or network questions, call toll-free Monday – Friday 8 a.m. to 8 p.m. (TTY 711):

- **TruHearing**[®] at 833.414.9010

For assistance on Saturday or Sunday, please contact Priority Health Medicare at 833.261.4564, from 8 a.m. to 8 p.m. (TTY 711). Or, visit priorityhealth.com/dpfrhc and select **Already a member**.

(Mandatory)

As a Priority Health Medicare (Employer PPO) or Priority Health Medicare (Employer HMO) member your plan includes routine hearing coverage through our partnership with TruHearing™, who administers these benefits.

If you have any questions about your coverage, contact TruHearing at 833.414.9010, Monday through Friday from 8 a.m. to 8 p.m., TTY users should call 711. For assistance on Saturday or Sunday, call Priority Health Medicare at 833.261.4564 (TTY users should call 711), from 8 a.m. to 8 p.m. Or write TruHearing at:

TruHearing, Inc.
12936 Frontrunner Blvd #100
Draper, UT 84020

DO I HAVE TO USE A TRUHEARING NETWORK PROVIDER?

Yes, you must use a TruHearing Network Provider for services to be covered.

FINDING A TRUHEARING NETWORK PROVIDER

Call TruHearing at 833.414.9010

DO I HAVE TO CALL TRUHEARING BEFORE I SEE A TRUHEARING NETWORK PROVIDER?

Yes. To access your benefits, you must call TruHearing at 833.414.9010 to schedule an appointment with a TruHearing Network Provider. A TruHearing consultant will verify your coverage and help you to set up a hearing exam with an in-network hearing provider. If hearing loss is discovered, your audiologist or hearing instrument specialist will help you choose the appropriate hearing aids for your hearing loss.

If you receive services from a TruHearing Network Provider without first calling to TruHearing to access your benefits, you will pay for the full cost of any services received. You will NOT be reimbursed.

WHAT IF I USE A NON-TRUHEARING NETWORK PROVIDER?

If you choose to receive services from a Non-TruHearing Network Provider, **you will pay for the full cost of any services received. You will NOT be reimbursed.** Services and supplies from Non-TruHearing Providers are not covered under this plan.

HOW PAYMENT IS MADE TO TRUHEARING NETWORK PROVIDERS

TruHearing works with their network providers to make payments. You are responsible for paying any applicable cost-share that is not covered in the current described covered services chart below. You are also responsible for paying for any charges above the maximum benefit available under this plan for provider services, supplies or hearing aids.

GRIEVANCE AND APPEAL PROCEDURES

See Chapter 9 “*What to do if you have a problem or complaint*” of your Evidence of Coverage document for details.

SUMMARY OF MANDATORY HEARING

The Summary of Mandatory hearing provides information about the **routine hearing coverage that is included in your Priority Health Medicare Advantage (Employer PPO) or Priority Health Medicare (Employer HMO) plan.** The chart below includes your covered services, cost, and frequency, followed by what’s included with your hearing aid purchase and any exclusions that apply.

Your routine hearing does not have a deductible that needs to be met. Also, there is no waiting period, which means there isn’t a time span which must be met before we begin covering your routine hearing benefits.

Hearing aid purchases include:

Covered Services	TruHearing Network Provider Benefits ⁽¹⁾	Frequency
Hearing exam (routine)	\$0 copay	One every calendar year
Hearing aids through the applicable TruHearing catalog. To access your benefits, call TruHearing at 833.414.9010 8:00 a.m. to 8:00 p.m. Monday through Friday to schedule an appointment.	\$0 for the cost of two non-implantable hearing aids from the applicable TruHearing catalog.	Up to two TruHearing aids per ear, every year.

- Provider visits within first year of hearing aid purchase
- 3-year warranty for loss and damage
- 60-day risk-free trial
- 80 batteries per aid for non-rechargeable models

Exclusions for MANDATORY hearing

- Any hearing aids other than those listed in the benefits chart above
- Ear molds
- Over-the-counter (OTC) hearing aids
- Hearing aid accessories
- Costs associated with optional rechargeability
- Warranty claim fees
- Additional hearing aid batteries
- Hearing aid batteries (beyond the 80 free batteries per non-rechargeable aid purchased)
- Additional provider visits.



prioritymedicare.com