



1222 14TH AVENUE SOUTH, BIRMINGHAM, ALABAMA 35205

Dear VIVA MEDICARE Plus Member:

We are pleased to announce that, through a special arrangement with Newport Audiology Centers, VIVA MEDICARE *Plus* members are eligible for savings and special discounts on hearing services and hearing aid services.

Licensed, hearing healthcare professionals trained to identify, prevent and rehabilitate hearing impairments perform all services. The products and services below are neither offered nor guaranteed under our contract with the Medicare program. In addition, they are not subject to the Medicare appeals process. Any disputes regarding these products and services may be subject to the VIVA MEDICARE *Plus* plan grievance process.

VIVA MEDICARE *Plus* members can access the following hearing services and discounts from Newport Audiology Centers at 4 locations in Alabama, or at any of more than 150 offices coast-to-coast:

- Comprehensive hearing exam
- No prior authorization necessary
- Report sent directly to your physician, upon request

Hearing Aid Services:

- 30% discount on hearing aids
- Complete hearing aid evaluation at no charge
- Check-ups at no charge
- Unlimited number of visits at no charge

Included with hearing aids purchased from Newport Audiology Centers:

- Unlimited adaptation counseling
- Hearing aid orientation
- 30-day evaluation period
- 2-year warranty, including loss and damage
- 1-year supply of batteries (up to 48 batteries) per hearing aid purchased
- In-office servicing at no charge for the life of the hearing aid(s)

To schedule an appointment at a location near you, please call Newport Audiology Centers at 1.800.675.5485, 8 AM - 5 PM, Monday through Friday. If you are severely hearing impaired, please call 711 for assistance in placing your call.

Wishing you the best of health,

VIVA MEDICARE *Plus*

You may contact our Member Services Department at:
918-2067 or 1-800-663-1542 or TTY users should call 1-800-663-1542.
Our office hours are 8 am to 8 pm Monday - Friday.