

Vermont Blue Advantage® Out-of-Network Hearing Aid Reimbursement Process

Documents Required*	The following documents are needed to process your reimbursement: 1. Proof of payment (<i>one of the following</i>): • Sales Receipt [w/ transaction and approval code] • Bank/Credit Card statement. • Finance agreement. • A copy of the front and back of a cashed check. 2. Purchase Agreement & Delivery Receipt
How to Submit	There are three ways you can submit receipts from an out-of-network provider: 1. Email: oonclaims@nationsbenefits.com 2. Fax: 877-391-9637 3. Mail: 1700 N. University Drive, Plantation, FL 33322 Attn: Claims
Turnaround Time	Please allow 30-60 days for reimbursement once the required documents have been received.
Reimbursement	Your plan will reimburse you up to your allowance amount toward one new standard (analog or basic digital) hearing aid for each ear, once per year. You are responsible for the difference between the plan's benefit allowance and the cost of the hearing aid(s). Over-the-counter hearing aids purchased off-the-shelf at a retail or online store are not a covered benefit and are not reimbursable. For questions about your reimbursement, contact NationsHearing at 1-877-247-1195. You can locate a NationsHearing provider at: www.NationsHearing.com/VBA

*All documents must be submitted for reimbursement.

Out-of-network/non contracted providers are under no obligation to treat Plan members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.