Hearing Benefit Frequently Asked Questions

SimpraAdvantage Alabama's Healthplan | nations hearing

Q: How does NationsHearing® work with my health plan?
A: **Simpra Advantage** has partnered with NationsHearing® to administer your hearing aid benefit.

Q: How do I take a hearing test?
A: You have two convenient ways to take a hearing test.

- Call **844-617-3350 (TTY: 711)** to speak with a Member Experience Advisor who will schedule your hearing test with a local provider. Member Experience Advisors are available 8 a.m. - 8 p.m. local time, seven days a week.
- Visit **NationsHearing.com/Simpra** to find a local provider. Once you have completed your test, the provider will use the test results to make a recommendation for hearing aids and place your order. You will schedule a follow up visit to have the provider fit the hearing aids for you.

Q: How many visits with the hearing provider are covered?
A: You have three covered visits with your provider. You will be responsible for the cost of any additional visits.

Q: What if I already took a hearing test?
A: If your hearing test was taken more than six months ago, your provider may want to conduct their own hearing test to ensure your hearing aids are properly fitted. If your test was completed less than 6 months ago, please bring a copy of the exam with you to the appointment.

Q: What is the cost of a hearing test?
A: Your hearing aid benefit includes an annual hearing test with an in-network NationsBenefits® provider at no out-of-pocket cost.

Q: Will NationsHearing® provide Pocket Talkers or other similar product?
A: These types of products are covered through Simpra Advantage directly. Please call Member Services for information or assistance ordering at **1-844-637-4770** (for accommodations call **TTY/TDD 1-833-312-0044)**.

Q: How do I select a NationsHearing® provider and schedule a no-cost hearing test?
A: Our Member Experience Advisors will help you select a hearing aid provider and schedule a no-cost hearing test in your area. All NationsHearing® providers offer the same services.

Hearing Benefit Frequently Asked Questions

SimpraAdvantage Alabama's Healthplan | nations hearing

Q: What types of brands of hearing aids do you offer?

A: NationsHearing® offers the latest hearing aids from all major manufacturers.[1] This gives you the ability to choose from a robust selection of state-of-the-art hearing aids with features like Bluetooth® compatibility, direct-to-smartphone streaming, TV connectivity, and rechargeability to meet your lifestyle and listening needs.

Q: What if my hearing aids are damaged or lost?

A: All hearing aids purchased through NationsHearing® come with a three-year manufacturer's warranty to cover repairs and one-time loss and damage replacement coverage[2] (per hearing aid). The provider will assist you with hearing aid repairs at no additional cost to you.

Q: Is there a cost for hearing aid batteries?

A: No, your benefit includes three years of batteries[3] (per hearing aid), at no additional cost.

Q: Is there a return policy?

A: Yes, NationsHearing® offers a 60-day, 100% money-back guarantee. During this time, you can return or exchange your hearing aids for a different model. Please contact us at **844-617-3350 (TTY: 711)**. We want to make sure you are completely satisfied.

Q: How do I get started?

A: Call **844-617-3350 (TTY: 711)** or visit **NationsHearing.com/Simpra**. Member Experience Advisors are available 8 a.m. - 8 p.m. local time, seven days a week. Language support services are available free of charge.

Q: Is follow-up care included?

A: All hearing aids offered through NationsHearing® include the hearing aid fitting and three follow up visits with your provider at no charge.[4]

[1]Select makes and models apply to digital hearing aid orders.

[2]Deductibles vary by manufacturer and typically range from $150-$200 per hearing aid.

[3]Not applicable to the purchase of rechargeable hearing aid models. Up to 60 batteries per ear, per year.

[4]Follow-up care offered with original provider. Visits available within first year of hearing aid fitting.

©2026 NationsBenefits, LLC. All rights reserved. NationsHearing is a registered trademark of NationsBenefits, LLC. Other marks are the property of their respective owners.

05112026 2776-13212-00