

Hearing Services for COVA Employees Covered Under Sentara Health Plans



As a Commonwealth of Virginia (COVA) and The Local Choice (TLC) employee with benefits through Sentara Health Plans, you have access to hearing aid coverage and discounts.

EPIC Hearing Healthcare

The EPIC Hearing Service Plan is the nation's first specialty care plan devoted to the vital sense of hearing. EPIC is dedicated to delivering the highest quality of care at the best value to our members.

Provider Network

The EPIC network is comprised of professional audiologists and ENT physicians and represents the largest accredited network of its kind in the nation, with provider locations in all 50 states.

Hearing Aids

The EPIC Hearing Service Plan gives you access to all name-brand hearing aid technology by the top-tier hearing aid manufacturers at reduced prices, 30%–60% below the manufacturer's suggested retail price (MSRP).

How it Works

Contact an EPIC hearing counselor today. The hearing counselor can answer any questions you may have about the plan and coordinate your referral to a nearby participating provider.

If the provider recommends you obtain hearing aids, an EPIC counselor will contact you to coordinate your coverage and payment. Please refer to your plan documents to understand your coverage for hearing aids. EPIC Hearing works together with your Plan for reduced cost and coverage. You will receive a 45-day trial period with a complimentary extended three-year product warranty and a year supply of batteries¹.

Plan Perks

- Savings on hearing exams and hearing aid devices
- Access to the largest nationwide network of audiologist and ENT physicians
- Pricing 30%–60% below MSRP on name brand products
- Money-back trial periods
- Extended warranties and batteries with purchase



Contact EPIC today to start the process to better hearing.
1-866-956-5400 | hear@epichearing.com | [epichearing.com](https://www.epichearing.com)
Please refer to your plan documents for your hearing aid coverage.

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Typical Costs for Hearing Aids

| Level of Hearing Aid Technology | Degree of Hearing Loss | Typical MSRP | EPIC Pricing |
|---------------------------------|------------------------|-----------------|-----------------|
| Basic | Mild to Moderate | \$1,400-\$1,600 | \$495 |
| Standard | Moderate | \$1,601-\$2,300 | \$849-\$1,499 |
| Advanced | Moderate to Severe | \$2,301-\$3,000 | \$1,500-\$2,099 |
| Premium | Moderate to Severe | \$3,001-\$4,000 | \$2,100-\$2,500 |

Your Plan Coverage

| Hearing Aid Benefit for COVA Employees | Description | Benefit |
|--|---|----------------|
| Children Ages 18 and Younger | Includes hearing aids and related services (earmolds, initial batteries, other necessary equipment, maintenance, and adaption training). Limited to a combined benefit for Tier 1 and Tier 2 in-network benefits of \$1,500 per hearing impaired ear every 24 months. | No charge |
| Adults Ages 19 and Older | Covered services include the following up to the annual maximum benefit of \$1,200: <ul style="list-style-type: none"> the hearing aid(s) audiometric specialist office visits for fitting, including molds and dispensing repair, replacement, or refurbishment of the hearing aid(s) Replacement is covered only every 48 months from date of acquisition. Batteries and supplies are not covered. | \$40 copayment |

¹ EPIC Hearing Service Plan is a value-added benefit and works together with the coverage included in your health plan. Check your Benefit Summary for details on the hearing aid and hearing benefits for adults and dependent children covered under the Plan.