Wiest Audiology & Professional Hearing Aid Service

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You Have The Right To Choose! Get The Facts BEFORE You Act!

Dear Friends & Family Members,

It has come to my attention once again that many patients are being solicited by either their own insurance companies, affiliates or directly from discount programs to receive only certain hearing aid devices that may be private labeled with locked in software. Locked in software means you CAN NOT go to any participating provider to have your devices reprogrammed or adjusted but only to providers with the locked in software. In some cases you will have traveled long distances to reach the providers. All these types of programs require that you make a payment out of your own pocket, and if the hearing aids are returned there will be a substantial “fitting charge”. You will be sending your payment to a third party (a lot of which are out of state) and not directly to the hearing care professional. Most of these entities offer financing which most providers can offer you anyways! Many of these programs have an “upgrade waiver” because the entry level product may not be appropriate or work for most of our active and engaging patients that we see today. These solutions may come in forms of insurance letters, phone calls, magazines, group organizations, and employees of these discount programs. If it looks like it is too good to be true it probably is. It is disheartening to see my patients upset when they are told they have to use these programs when they ***do not and should not*** be forced from their own participating providers.

**GET THE FACTS BEFORE YOU ACT!**

We are participating providers in the list of insurances below:

Community Blue Aetna

Freedom Blue UPMC

Security Blue UMWA

Medicare Coventry

Health America United Health Care

Sincerely,

Evelyn J Wiest-Kertz M.S. CCC\_A

Certified Audiologist

**“The Hearing Care Professional to Trust”**