

# Hearing Services



Applies to:

☒ **Essential, Enhanced & Entrust PPO**

## Hearing Services

Hearing care involves the diagnosis and treatment of hearing loss. Hearing loss can be categorized by what part of the auditory system is damaged. There are three basic types of hearing loss: conductive, sensorineural, and mixed hearing loss.

Conductive hearing loss affects the outer or middle ear and causes a barrier to the sound waves that need to be passed to the inner ear. Most conductive losses are not permanent and may be treatable with medication or surgery. Causes include total wax occlusion, otitis media (middle ear infection), perforation of the ear drum or otosclerosis (a disease in which the middle ear bones fuse and affect the vibrations needed to transmit sound to the inner ear).

Sensorineural hearing loss is caused by damage to the inner ear affecting the tiny outer and inner hair cells. The disruption of normal function of these cells results in poor transmission of the messages sent to the brain for interpretation of sound. Some causes of this type of loss include noise damage, presbycusis (age-related loss), viral inner ear infections, or the use of ototoxic medication (medicine that is harmful to the ear). Sensorineural hearing loss is permanent. The best way to address it is by the fitting of hearing aids for sound stimulation.

Mixed hearing loss is a combination of conductive and sensorineural hearing loss.

## Original Medicare

**A Medicare-covered exam** is a diagnostic hearing and balance evaluation performed by your provider to determine if you need medical treatment and the services are covered as outpatient care when furnished by a physician, audiologist, or other qualified provider.

**A medical evaluation** to determine the cause of the hearing loss and if it can be improved with a hearing aid is required if the member has never had a hearing aid. This evaluation is covered under the base Medicare office visit benefit and member cost sharing applies consistent with that benefit.

According to the Code of Federal Regulations and the Centers for Medicare and Medicaid Services guidelines, hearing aids or examinations for the purpose of prescribing, fitting, or changing hearing aids are excluded from coverage under Original Medicare.

Certain devices that produce the perception of sound by replacing the functions of the middle ear, cochlea, or auditory nerve are payable by Medicare as prosthetic devices. These devices are indicated only when hearing aids are medically inappropriate or cannot be utilized due to congenital malformation, chronic disease, severe sensorineural hearing loss, or surgery. The following are prosthetic devices:

- Cochlear implants
- Auditory brainstem implants
- Osseointegrated implants

## WyoBlue Advantage PPO Enhanced Benefit

WyoBlue Advantage plans are Medicare Advantage plans that provides at least the same level of benefit coverage as Original Medicare (Part A and Part B) and may provide enhanced benefits beyond the scope of Original Medicare within a single health care plan. This flexibility allows WyoBlue Advantage to offer enriched plans by using Original Medicare as the base program and adding desired benefit options.

WyoBlue Advantage has contracted with NationsHearing, a leading provider of hearing exam services, to administer and support some of these services. Members have the ability to see a non-contracted provider at no additional cost.

To determine more about your hearing benefit, find a provider, and schedule an exam, please contact NationsHearing at **1-877-336-6009** (TTY: **711**) 8 a.m. to 8 p.m., 7 days a week or visit

[WyoBlueAdvantage.NationsBenefit.com/hearing](https://WyoBlueAdvantage.NationsBenefit.com/hearing).

Coverage for various procedures that fall into the generic category of routine hearing services under Medicare regulations is provided to members under select WyoBlue Advantage plans that include this benefit. Because Original Medicare does not cover routine hearing exams, the scope of the benefit, reimbursement methodology, maximum payment amounts, and the member's cost sharing are determined WyoBlue Advantage.

## Hearing Aid Coverage

- WyoBlue Advantage has contracted with Nations Benefits to provide an allowance toward hearing aids through a Supplemental Benefits Flex Card.
- Please reference the *Evidence of Coverage* or *Medical Benefits Chart* for specific allowances.

## Excluded Services

- The following services are excluded from the WyoBlue Advantage Hearing Services benefit:
  - Drugs
  - Medical treatment/evaluation that is appropriately covered under Medicare Parts A or B
  - Examinations related to medical surgical procedures
  - Unnecessary services not prescribed by the physician specialist, audiologist, or hearing aid dealer

## Conditions for Payment

The table below specifies payment conditions for hearing services.

Conditions for Payment	
Eligible provider	Primary care doctors (M.D. or D.O.), NationsHearing network providers
Payable location	No restrictions
Frequency	12 months
NationsHearing HCPCS codes	92551, 92552, 92553, 92555, 92556, 92557
Age restrictions	No restrictions

## Reimbursement

NationsHearing network providers will be reimbursed by NationsHearing for services applicable to the WyoBlue Advantage member benefits as submitted using the appropriate HCPCS V codes above.

Non-NationsHearing network providers will be reimbursed based on the CMS Fee Schedule for the CPT codes above and whether the provider is a contracted WyoBlue Advantage Medicare Advantage provider or CMS contracted or non-contracted provider.

If member services or purchases cost more than the available allowance, members are responsible for the difference. If they cost less than the allowance, members can use the remainder for another qualifying purchase during the plan year.

The Supplemental Benefits Flex card will be programmed to allow for purchases through licensed providers whose official business is primarily focused on delivering hearing aids. Members can view a list of providers by visiting the Nations member portal at [WyoBlueAdvantage.NationsBenefits.com](https://WyoBlueAdvantage.NationsBenefits.com).

## Billing instructions for providers

- Bill services on the CMS 1500 (02/12) claim form or the 837 equivalent claim form.
- Out-of-network providers submit claims to WyoBlue Advantage using the hearing services CPT codes.
- Report CPT/HCPCS codes and diagnosis codes to the highest level of specificity.
- Providers with questions on filing for Medicare-covered exams and out-of-network exams may contact NationsHearing at **1-877-336-6009** (TTY: **711**) 8 a.m. to 8 p.m., 7 days a week.

## Revision history

Plan policy numbers: WYO PPO 001, 002, 003  
Created: 09/09/2025