

WyoBlue of Wyoming Out-of-Network Hearing Exam Reimbursement Process

Required Documents *	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. • A copy of the front and back of a cashed check. 2. Invoice/receipt showing service provided (hearing exam - to determine Hearing Aid candidacy).
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 <i>Please include your member ID number.</i>
Turnaround Time	Please allow 30-60 days for reimbursement once the required documents have been received.
Reimbursement	Your plan will reimburse you up to \$75 for a hearing exam to determine Hearing Aid candidacy. You are responsible for the cost of the hearing exam to determine Hearing Aid candidacy over \$75. For questions about your reimbursement, contact NationsHearing at 1-877-336-6009. You can locate a NationsHearing provider at WyoBlueAdvantage.NationsBenefits.com/Hearing <i>Over-the-counter hearing aids purchased through NationsOTC are not reimbursable.</i>

*All documents must be submitted for reimbursement.

*WyoBlue of Wyoming is an independent licensee of the Blue Cross Blue Shield Association.
NationsHearing is an independent company providing hearing benefits on behalf of WyoBlue of Wyoming Insurance Company.*

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.