AudioNet Hearing Benefit – For GM and Chrysler Trust Members
Frequently Asked Questions

Who is AudioNet America?
AudioNet America is a national provider network that contracts with over 5,000 of the most experienced hearing aid providers throughout the country.

Where is the closest provider or location to my home?
Beginning March 1, 2016, UAW Trust members in the Blue Cross Blue Shield or Humana Traditional Care Network (TCN) and Preferred Provider Organization (PPO) plans must use AudioNet America’s provider network in order to receive covered benefits with no out-of-pocket costs on standard mid-level digital devices. AudioNet America has contracted with more than 5,000 of the most experienced hearing aid providers throughout the country. To find a provider, go to www.audionetamerica.com, click on “Provider Search in the Member Menu” and enter your ZIP code to find the provider nearest you. You can also call AudioNet at 800-400-2619.

Who is covered under the AudioNet Benefit?

<table>
<thead>
<tr>
<th>Plan Enrollment</th>
<th>Administrator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue Cross Blue Shield of Michigan</td>
<td></td>
</tr>
<tr>
<td>TCN or PPO Non-Medicare</td>
<td>AudioNet</td>
</tr>
<tr>
<td>TCN or PPO Medicare</td>
<td></td>
</tr>
<tr>
<td>Humana</td>
<td></td>
</tr>
<tr>
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<td>AudioNet</td>
</tr>
<tr>
<td>TCN Medicare</td>
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<td>PPO Medicare</td>
<td>Humana—See Plan Materials for Hearing Coverage</td>
</tr>
</tbody>
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Do I receive a Member ID Card?
No. Identify yourself to your provider as a UAW Retiree Medical Benefit Trust member administered under the AudioNet America Hearing Aid Program. Your provider will contact AudioNet to obtain the prior authorization necessary for reimbursement.

What is the hearing benefit under AudioNet America?
UAW Trust members will receive one (1) hearing assessment and up to two (2) mid-level standard digital hearing aids covered in full, every 36 months using an AudioNet America provider. This is an increase from the current benefit of one (1) standard hearing aid every 36 months.
What types of hearing aids are covered?
Mid-Level standard digital hearing aids in various styles and models are covered in full. Members can choose to purchase an upgraded product, but will be responsible for out-of-pocket costs above the cost of the covered mid-level standard digital hearing aids. Cost varies depending on style and model of upgraded product.

Where can I go to get this enhanced benefit?
You must use an AudioNet America hearing aid provider in order to receive the full benefits. The AudioNet America Hearing Aid program has contracted with providers to ensure that quality and cost standards are consistent across the program. Only Audiologists and Ear, Nose and Throat Specialists (ENTS) are providers in the network. Although dispensers can provide some hearing aid services, an ENTS/Audiologist can perform all hearing aid services at one location, and monitor your condition for medical related needs. To find a provider, go to www.audionetamerica.com, click on “Provider Search in the Member Menu” and enter your ZIP code to find the provider nearest you. You can also call AudioNet at 800-400-2619.

What if I choose a different provider and do not use one in the Network?
If you live within 25 miles of an AudioNet America network provider, you must obtain hearing aid services in-network. If you choose to obtain services from a non-participating provider, you will have no coverage. We encourage you to contact AudioNet America prior to seeking services to determine if your provider participates in the AudioNet network.

What if there isn’t an AudioNet America provider in my area?
If there isn’t an AudioNet America Provider within 25 miles of your home, you have two options:

a) Contact AudioNet America and they can try to locate a new provider in your area. AudioNet will negotiate the in-network benefit level on your behalf. AudioNet will ask if you have any provider preferences in your area.

b) You can go to a provider of your choice and submit the claim to AudioNet for reimbursement. You will only be reimbursed the flat dollar amount based on what the Trust would have paid to an in-network provider.

We encourage you to contact AudioNet America prior to seeking services to get the most out of your covered benefits.

I received a hearing aid within the last 36 months under the previous hearing program. When can I begin utilizing the new benefit through AudioNet America?
You can begin to utilize the new benefit through AudioNet America beginning March 1, 2016. You will be able to receive new hearing aids on or after March 1, 2016, under the new benefit program even if you received a hearing aid under the old program within the last 36 months.
Can I use the AudioNet America program if I’m not enrolled in the Traditional Care Network (TCN) and Preferred Provider Organization (PPO) plans through Blue Cross Blue Shield or Humana?

No. The AudioNet America Hearing Program is only available to UAW Trust members enrolled in the Traditional Care Network (TCN) and Preferred Provider Organization (PPO) plans through Blue Cross Blue Shield and Humana. Members enrolled in other plans, such as HMOs and Medicare Advantage plans, have hearing coverage provided under their medical plan. Those members should contact their medical plan (the number is on the back of the medical ID card) or call Retiree Health Care Connect at 866-637-7555 for assistance in understanding their hearing coverage.

What is the warranty on my hearing aid?

There is a two-year repair warranty including two years of Loss and Damage (L&D) coverage. L&D coverage allows for a one-time replacement of a lost or irreparably damaged hearing aid. You need to return to the same provider for any warranty services. If an emergency occurs when you are traveling and/or out of the service area, you can call AudioNet and they will attempt to find a provider in the area that will assist you.

For the maintenance visits, the first six (6) months of visits are free. You should return to the same provider where the hearing aid(s) was purchased. If you are traveling and there is an emergency, you should contact AudioNet for assistance.

Can I return my aids if I don’t like them?

The return policy for the AudioNet America program is:

- Patients may return hearing aids within 45 days from the date of dispensing.
- Payment amounts, if any, made by the patient toward the purchase of hearing aids must be refunded to the patient, less provider’s return fee per hearing aid (plus custom ear mold charge and/or manufacturer’s restocking fee, if any). Patient is ultimately responsible for return and restocking fees. Notwithstanding this return policy, providers comply with state laws.

Are batteries covered under the program?

No. Your hearing aid purchase will include one 8-pack of batteries and a 24-month warranty per hearing aid.
What do I do if my claim for benefits is denied?
Although it is not required, we suggest that you call AudioNet at 1-800-400-2619 and discuss your concerns with a Member Services Representative. Most issues can be resolved or fully explained by a Member Services Representative.

If your claim is denied in whole or in part, AudioNet America has been designated as the Claims Review Fiduciary to conduct the initial review of appeals regarding eligibility of claims for covered services. If your claim is denied in whole or in part, you will receive an Explanation of Benefits (EOB) describing the reason for the denial and the amounts at issue. Following receipt of an EOB, you may file a written appeal with AudioNet within 180 days of the date of denial. AudioNet must then respond in writing within 60 days of receipt of the appeal. If your claim remains denied in whole or in part after this process, you have the right to bring a civil action under section 502(a) of the Employee Retirement Income Security Act (ERISA) of 1974, as amended. Also, you or your authorized representatives have the right to use the UAW Retiree Medical Benefits Trust Voluntary Review Process. Contact Retiree Health Care Connect at 1-866-637-7555 for more information on the Voluntary Appeal Process.

What should I do if I was redirected from the AudioNet website to an external website on 6/21/2016?
On 6/21/2016, some visitors to the AudioNet website may have been redirected to an external website that has no affiliation with AudioNet and may have contained malware or other malicious software. If you were redirected to this external site and provided them with personal information or if you installed any software from this external website, we encourage you to perform a virus/malware scan on your computer and change all of your passwords to any other websites. Your personal data with AudioNet was not associated with this website and was not accessed or affected. We have taken additional measures to improve the safety of our site and prevent such an event from happening again. We apologize for this inconvenience.