

BelCare™ Follow-Up Care Plan

- Only Beltone offers BelCare, a standardized customer service program that ensures the customer consistent delivery of service, regardless of location. BelCare is a commitment from Beltone hearing care practitioners that ensures the member's experience is professional, comfortable and worry-free.
- BelCare sets rigid standards by which every Beltone practitioner will provide patient care and service. It calls for a specific hearing testing protocol and minimum loss standards before a hearing instrument recommendation is made, a professional review of all fittings by a nationally credentialed hearing care professional, and a detailed follow-up care program that helps patients adjust to hearing with amplification
- Additionally, all BelCare providers have signed a Code of Ethics and Professional Conduct in which they reiterate their obligation to promote and preserve the highest standards of ethical, caring service.

The BelCare™ Commitment

1. Thorough Hearing Evaluation - Every participating BelCare provider offers a comprehensive 10-step hearing evaluation to clearly determine if your members could be helped by hearing aids.
2. Setting Realistic Expectations- Before your members purchase their hearing aids, a Beltone hearing aid specialist will review the benefits and limitations of hearing aids with them. Learning to adjust to a hearing aid will take patience and cooperation on their part, and we want them to be fully informed about what they can realistically expect from hearing with amplification.
3. Minimum Loss to Fit -Your members' hearing test results must indicate a loss within a range where a hearing aid could help them. If they can't be helped by a hearing aid, we'll be the first to tell them.
4. Quality Control Review -Your members' hearing aid fitting will be made by or reviewed and approved by a hearing aid specialist who is certified by the National Board for Certification in Hearing Instrument Sciences, an audiologist, or an audioprosthologists.
5. Verification of Benefit - Within 30 days of delivery of your members' hearing instruments, through comparative tests, we'll demonstrate to them the improvement they've achieved in hearing and comprehension.

6. Personalized Follow-Up Schedule - your members' audiologist or specialist will outline a specific follow-up schedule to help them adjust to hearing with hearing aids. Your Beltone practitioner will help them get comfortable with and knowledgeable about their hearing aids, and they'll also make any necessary adjustment to the aids themselves.

7. 30-Day Refund Privilege - We want your members to enjoy their new hearing instruments. But if they're not happy with their instruments Beltone Hearing care practitioners offer a 30-Day refund privilege. The practitioner will supply full details, including the amount of any applicable, nonrefundable preparation fee.

8. Lifetime Care™ Program - Beltone backs every instrument sold with a nationwide program of continuing care. We can clean, inspect, adjust and service your members' Beltone hearing instruments at any one of over 1300 Beltone offices and service centers.

9. Warranty And Lost, Stolen And Damaged Protection - Your members will receive free of charge a one-year Limited Manufacturer's Warranty and one year of Lost, Stolen and Damaged Coverage (LS & D).

10. Hearing Loss Change Protection - Beltone will provide your members with a more powerful hearing instrument if, within a specified period of purchasing their hearing aids, tests reveal a loss of 15 or more decibels in the primary speech frequencies. The cost, if any, and time limit for this plan vary by managed care contract.

11. Patient Care - Your local Beltone provider is always there to help if your members have questions or need service. But if they're traveling and need to locate the nearest Beltone provider, or if they need to contact the corporate office for any other reason, they can just call 1-800-BELTONE (1-800-235-8663).

12 Code of Ethics and Professional Conduct - Every Beltone Hearing Care Practitioner agrees to follow and live by a strict code of ethical guidelines. We are dedicated to fulfilling the expectations we set with your members, and we commit ourselves to preserving the highest standards of service to our clients.

This is simply an outline of the BelCare commitment.

Some restrictions and limitations apply.