

# Frequently Asked

## Questions:

### How do I sign up for this benefit?

Fill out the enrollment form and pay the annual fee of \$25, plus \$5.00 for any family members you register. There is an initiation fee of \$50 per family due upon initial registration. Half of the annual fee (up to \$100) re-funded when any enrolled member purchases hearing aids in the Cygnet Hearing Network. When you are ready to purchase, just call (888)266-2051 to receive your instructions.

### What do I need to do to use this benefit?

Go to one of the Cygnet Hearing Care providers, tell them you are a member of UFCW or related to a member (spouse, parent, child, grandparent) and they will have you sign a form to confirm eligibility. If you have questions, call (888) 266-2051.

### What if I'm out of state or too far from your providers?

Call Cygnet Hearing at (888) 266-2051 and we will help you find a trustworthy provider for your hearing care. We want to make sure that we get commitment from the out-of-state provider to give you the same quality service at reduced prices similar to what the network provides.

### What if I cannot be fitted with a Siemens, Phonak or GN ReSound hearing aids?

Have the service provider contact us so we can receive the technical information to justify granting an exception.

### What's the procedure for getting a second opinion?

This feature of the Cygnet Hearing Network is for people who somehow are at the point of signing an agreement to purchase hearing aids, and are questioning:

Am I paying too much?

Is this the right hearing aid for my situation?

One of the Cygnet Hearing professionals can look at your **Audiogram** and the **Hearing Instrument proposal** and give you a second opinion. Call (888) 266-2051.

## Providers Located Near You:

**Adrian**– Hopco Hearing Center 517.263.1354

**Bay City**- Bay Area Hearing, Inc. 989.892.6232

**Brighton**– Advanced Hearing Care 810.494.4327

**Byron Center**– Hearing Resources 616.575.1212

**Chelsea**– C/S Hearing 734.475.9109

**Dearborn**– The Ear Center 313.562.4485

**Detroit**– Woodward Hearing Aid 313.832.6234

**Dewitt**– Advanced Audiology 517.669.8080

**Flint**– Riverfront Hearing 810.235.8750 or 810.230.9180

**Grand Rapids**– Hearing Resources 616.575.1212

**Grayling**– Advantage Audiology and Hearing Center 989.745.6667

**Grosse Pointe Woods**– Grosse Pointe Audiology 313.343.5555

**Jackson**– Hopco Hearing Center 517.782.4185

**Kalamazoo**– Hearing Specialists of Kalamazoo 269.488.6992

**Livonia**– Sound Advice Hearing Aids & Audiology 734.838.9990

**New Baltimore**– Michigan Audiology & Hearing Center 586.716.0500

**Rochester**– Rochester Hearing Service 248.608.8881

**Saginaw**– Hozer Hearing Clinic 989.791.2100

**Toledo**– Lifetime Hearing Centers 419.720.4445

**Warren**– Lucas Hearing Aid Service 586.754.2230

**Waterford**– Oakland Audiology 248.673.8000

### **Florida Offices:**

**Bradenton**– Kelly's Hear Care Centers 941.795.2811

**Lakeland**– Central Florida Speech and Hearing Center 863.686.3189

**Washington**– Audio-Logics, Inc 724-228-8212



**Voluntary Membership  
Program with Low Group  
Prices for Retired and Active  
Members of UFCW 876 & 951  
(Immediate Family Members also eligible)**



*www.CygnetHearing.com*

**Tel: (888) 266-2051**

**CYGNET HEARING CARE**  
4139 W. Walton Blvd. Suite E  
Waterford, MI 48329



## Hearing Health

Hearing loss is a common problem that is caused by noise, aging, disease and heredity. According to the National Institute on Deafness and Other Communication Disorders (NIDCD):

Approximately 17 percent of American adults report some degree of hearing loss.

There is a strong relationship between age and reported hearing loss. Of American adults aged 45 to 64, 18 percent have hearing impairments. The percentage increases with age as 30 percent of adults aged 65 to 74, and 47 percent of adults aged 75 or older, have hearing impairments.

Men are more likely to experience hearing loss than women.

Approximately 15 percent of Americans between the ages of 20 and 69 have high-frequency hearing loss due to exposure to loud sounds, noise at work or noise during leisure activities.

Out of every five people who could benefit from the use of a hearing aid, only one actually wears one.

## Available Services For UFCW Members and their immediate family:

Cygnnet Hearing Care, Siemens, Phonak and GN ReSound have combined their resources to offer a unique, hearing benefits Program for UFCW Local 876 & 951 members. All enrolled members and family members who are registered are **eligible** for the following:

### **1. Testing:**

Hearing Aid Screenings – Fee Waived

Hearing Evaluation and Testing – Fees may be charged in compliance with Federal Regulations

### **2. Hearing Aids:**

Members of UFCW 876 and 951 will enjoy significant savings as a result of the bargaining strength of the large numbers of members in the group. This is accomplished with the reduced pricing that Siemens, Phonak and GN ReSound offer to those providers who are in the Cygnnet Hearing Care Network.

### **3. Included Options:**

2 Year Full Manufacturer Warranty

2-Year Accidental Loss & Damage Insurance

No charge in the first 12 months for remake of any custom in-the-ear product

Free Directional Microphones

30-Day Trial

### **4. Repair & Maintenance during 2 year Warranty period:**

Biannual Hearing Aid Clean & Check – No Fee

Replace Wax Guards, Battery Door, Tubing – No Fee

In-house Normal Maintenance – No Fee

Cost Estimate on Out-of-Warranty Repair  
No Fee

### **5. Comprehensive Hearing Aid Services:**

Annual Hearing Aid Screening – No Fee

Annual Hearing Aid Programming – No Fee

Annual Hearing Aid Analysis – No Fee

Biannual Otoscope Ear Canal and Ear Drum Exam – No Fee

Free Membership to Battery Discount Club (where available) – 10% Discount

Assisted Listening and Ear Care Products – 10% Discount

### **6. Low fee Financing for Hearing Aids through Wells Fargo if you are approved.**

Prices for hearing aids for UFCW members range from \$799 to \$2,319 and reflect the reduced invoice pricing that Siemens, Phonak and GN ReSound agreed to charge providers in the Cygnnet Hearing Care network.

