

Provider Update

Members Should Use Hearing Care Solutions

As a reminder, members enrolled in Medicare Advantage plans that provide routine hearing exam and/or hearing aid benefits must use Hearing Care Solutions for their hearing benefits. When the member contacts Hearing Care Solutions to use hearing benefits, Hearing Care Solutions staff helps the member find a provider in their area that will best meet their needs. Providers interested in joining the Hearing Care Solutions network should call 1-855-312-2545.

If a member sees a provider who is not contracted with Hearing Care Solutions, those hearing claims would deny.

If you have questions, please call provider services on the number on the back of the member's ID card.

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*In New Mexico, Amerigroup Community Care of New Mexico, Inc. In Texas, Amerigroup members in the Medicaid Rural Service Area are served by Amerigroup Insurance Company; all other Amerigroup members are served by Amerigroup Texas, Inc. In Washington, Amerigroup Washington, Inc.

Amerivantage is a DSNP plan with a Medicare contract and a contract with the State Medicaid program. In New Mexico: Amerivantage is an HMO with a Medicare contract. Enrollment in Amerivantage depends on contract renewal.

