



Hearing Care Informational Webinar Questions & Answers March 25, 2026

What is the NYSUT Member Benefits-endorsed TruHearing program?

The TruHearing program allows NYSUT members and their loved ones to save thousands on out-of-pocket costs for prescription hearing aids. TruHearing offers Signia®, Widex®, and TruHearing hearing aids along with a national network of more than 8,850 providers. You can select from multiple hearing level options ranging from just \$499 per hearing aid device for the value level to \$1,799 per device for the premium level. Participants will save approximately 30% to 60% off retail price by purchasing their hearing aids through TruHearing.

What are the benefits of utilizing the TruHearing program?

Participants will receive the latest technology from top hearing aid manufacturers as TruHearing offers hearing solutions at significantly lower prices on the same models that are sold at retail locations. You will receive guidance and assistance from a TruHearing hearing consultant; local, professional care from an accredited provider in your area; and a hearing exam along with one year of follow-up visits for fittings and adjustments.

What does each TruHearing purchase include?

Each purchase includes a 60-day, risk-free trial and three-year warranty, 80 free batteries per aid included with non-rechargeable models, and assistance to help you adapt to your new hearing aids. The three-year warranty includes a one-time loss or damage replacement option. All fittings and adjustments for the first year are free. After the first year, the maximum a provider can charge for a follow-up visit is \$65.

What happens if I don't like the hearing aids?

During the 60-day trial period, TruHearing will work with you to find the right hearing aid for your needs. However, if you feel that hearing aids are simply not for you, a full refund will be issued to you for the amount paid.

How do I set up a meeting with a specific TruHearing provider?

You will want to start by contacting TruHearing directly toll-free at **833-723-5727** (a dedicated phone number for NYSUT members). A hearing consultant will be able to assist with connecting you to a local provider in your area. It is recommended to contact TruHearing to begin the process versus going directly to a provider to ensure you are receiving the most discounted pricing for your prescription hearing aids.

What should I expect when meeting with a TruHearing provider?

The provider will conduct a comprehensive hearing exam and make recommendations based on your hearing loss. Once your prescription hearing aids are selected, the provider will order them from TruHearing. You will then return to the provider's office for your fitting appointment once the hearing aids have been delivered. The provider will program the hearing aids and instruct you on their use and care. If needed, you can return to the provider for additional adjustments at no cost for one year following the purchase of the hearing aids.

Is there an obligation to purchase hearing aids after the hearing exam?

Participants can receive a free annual hearing evaluation from a TruHearing provider with no obligation to purchase anything.

Does TruHearing offer a phone number for hearing-impaired individuals?

Yes, telecommunications access for hearing-impaired individuals using a Text Telephone (TTY) is available by dialing **711** and providing the number to TruHearing: **1-833-723-5727**. The TTY is a special device that allows anyone who is deaf, hard of hearing, or speech-impaired to communicate with a telephone by allowing them to type messages back and forth instead of talking and listening.

Does TruHearing offer true hearing aids or are they sound enhancers?

The hearing aids available from TruHearing are all prescription hearing aids, much different than a sound enhancer or amplifier.

What brands are available for purchase?

This plan offers Signia and Widex hearing aids along with the TruHearing-branded hearing aids. Signia and Widex are two of the top six hearing manufacturers, and the TruHearing-branded hearing aids use the Signia technology. While there are many quality hearing brands, it comes down to what prescription hearing aid will work best for the participant and how well a provider works with a particular brand. The TruHearing team is happy to work with you to find the best hearing aids for your specific needs.

Does TruHearing offer financing options?

While you will pay upfront for your hearing aids, TruHearing does offer financing options to participants. Pay with cash, check, major credit card, or choose an affordable payment option that works best for you. Financing options are available through Allegro Credit or CareCredit, offering predictable payments and waived interest if paid in full in six or 12 months.

What is the typical lifespan of a hearing aid?

While the exact length of time can vary, three to five years is generally the lifespan of a hearing aid.

How long do replaceable batteries for prescription hearing aids last?

Replaceable batteries for hearing aids typically last five to seven days, so the 80 batteries provided for each non-rechargeable hearing aid will last approximately 12 to 15 months. Additional batteries may be ordered from TruHearing at the cost of \$39 for 120 batteries. The \$39 battery offer is available for all members whether their hearing aids have been purchased from TruHearing or not.

How long do rechargeable batteries for prescription hearing aids last?

Rechargeable batteries for hearing aids are designed to last a full day of wear time (generally up to 16 hours). They can then be charged at night while you are sleeping. For anyone experiencing numbness in their hands or dexterity issues, rechargeable batteries would likely be recommended over replaceable batteries.

How does the process work if I have a hearing aid allowance through my health insurance?

You would contact TruHearing and go through the process with a provider. After you have purchased the hearing aids through TruHearing, you would then submit that paid invoice to your health insurance to receive the allowance. It's important to be aware of any specific parameters from your health insurance regarding any type of allowance. A TruHearing hearing consultant can also look up your health insurance plan and walk you through the steps needed to ensure you are getting the most savings.

What is the difference between prescription hearing aids and over-the-counter devices (OTC) that are available?

The biggest difference between over-the-counter hearing aids and prescription hearing aids is the fine-tuning capabilities of the prescription aid. OTC devices often include an online hearing exam and would be more of a generic hearing aid. They are generally designed for those individuals with mild hearing loss. A prescription hearing aid would be much more precise and clearer with greater functionality.

What are the general effects of hearing loss?

Hearing loss is an important health care issue that can impact family interaction, social life, self-esteem, and even work performance if left untreated. Those individuals with hearing loss are twice as likely to develop dementia and/or depression depending on the severity of their loss and three times more likely to suffer injury from falls.

Does it make sense to wear prescription hearing aids if there is a history of dementia in my family?

The best hearing aid is one that you are going to wear. If your hearing exam shows hearing loss, it definitely makes sense to begin to wear prescription hearing aids. Hearing aids cannot reverse any pre-existing conditions but they can help to stop the progression of hearing loss.

What hearing aid would be best if I suffer from tinnitus?

Your hearing exam with a TruHearing provider would help to determine what type of hearing aid is needed, but hearing aids with tinnitus features typically start in the standard hearing aid level available.

Are there any detrimental effects to wearing hearing aids all day?

TruHearing encourages participants to wear their hearing aids all day to help the brain adjust, make hearing easier, and keep users from missing important sounds. There is no harm to wearing hearing aids as much as you want.

Is it better to wear in-the-ear hearing aids or go with behind-the-ear options?

In-the-ear devices are more discrete but people may find them uncomfortable. Behind-the-ear options are generally more popular, fairly unnoticeable, and tend to offer flexibility and options. Your hearing exam evaluation would help to determine which type of hearing aid would be best for you. Due to their size, some features may not be available for in-the-ear devices.

Do I need a hearing aid for each ear or can I just use an aid for one ear?

It is always recommended to wear hearing aids in both ears (not just one ear) to treat both ears at the same time.

I have worn hearing aids in the past that caused irritation and didn't work well. What happens if that occurs with my new hearing aids?

It is not uncommon to hear about issues with irritation or sound clarity as prescription hearing aids are not a one size fits all. That is the reason why a participant will want to take advantage of the 60-day trial period from TruHearing to make sure the hearing aids are a good fit and work well in a variety of environments.

Are hearing aids available from TruHearing waterproof?

These hearing aids are not waterproof but are water-resistant. TruHearing recommends that you take off your hearing aids when showering or swimming. The current highest common water resistance rating for modern hearing aids is IP68. This rating indicates the device is completely dust-tight ("6") and protected against continuous water immersion, usually tested up to one meter (three feet) for 30 to 60 minutes. They are designed for accidental drops into water rather than prolonged underwater swimming. If sweat is a concern, bring this up to the provider as they can make proper recommendations.