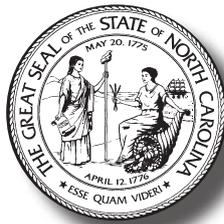


**For additional information on hearing loss/hearing aids, contact:**

- 1) **North Carolina Department of Health and Human Services:  
Division of Services for the Deaf and the Hard of Hearing**  
2301 Mail Service Center, Raleigh, NC 27699-2301  
Physical Address: Woodoak Building GL-3, 1100 Navaho Drive,  
Raleigh, NC 27609  
Phone: 1-800-851-6099 (Voice/TTY)  
Fax: (919) 855-6872  
**Website: [www.ncdhhs.gov/dsdhh](http://www.ncdhhs.gov/dsdhh)**
- 2) **Your local hearing care professional**



**This publication is the result of a mandate by the NC General Assembly to develop guidelines for consumers to use when purchasing hearing aids. (Session Law 2010-121, House Bill 1705).**

State of North Carolina • Pat McCrory, Governor  
Department of Health and Human Services • Aldona Z. Wos, M.D., Secretary  
Division of Services for the Deaf and the Hard of Hearing  
[www.ncdhhs.gov/dsdhh](http://www.ncdhhs.gov/dsdhh) • N.C. DHHS is an equal opportunity employer and provider.

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## North Carolina Consumers' Checklist to Purchasing Hearing Aids

- What are the qualifications (educational background, training, experience) of the professional I will be seeing?
- Will I receive a hearing screening or a hearing evaluation? (Hearing screenings (pass/fail) are a quick and easy way to find out if you need in-depth testing for hearing loss and are widely available at little or no cost. Hearing evaluations determine the degree, type, and configuration of hearing loss, and assist with determining whether you are a good candidate for hearing aids.)
- Have the results of my hearing test been thoroughly explained to me?
- Does my hearing test show that I need one or two hearing aids?

- Has my hearing care professional discussed my goals for hearing better?
- How will hearing aids help me hear better?
- Are there certain models of hearing aids that will be easier to use?
- What are the most appropriate hearing aids for me? What is the cost? What are other recommendations for hearing aids?
- What are the special features of hearing aids and their additional costs (telecoil, directional microphones, volume control, noise management, feedback control, wireless capabilities)?
- What are my preferences regarding style, cost, size, and durability?
- Are services such as regular checkups, cleanings, follow-up visits, and orientation sessions included in the cost of the hearing aids or will I pay for them separately? Is there a trial period during which I can evaluate hearing aids? If so, is this free or is there a charge?

- How does the hearing aid work with the telephone and other assistive devices? Does the hearing aid contain a t-coil, and if so, is it activated?
  - Will the hearing care professional check my insurance status and coverage provisions, as well as provide information about resources that might assist with payment, if needed? (Hearing aids are not covered by Medicare or Medicaid.)
  - Will written information on care and maintenance, installation of batteries, warranties/loss and damage coverage, and other information discussed be given to me?
  - Did I receive a copy of a written statement which describes the products and services to be provided and their cost? Please note: It is important to read every word of the contract before signing. Do not sign anything you do not understand.
  - What happens if I have a problem with the hearing aids?
  - What is the refund policy if I choose to return my hearing aids?
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