



# Georgia Lions Lighthouse Foundation

April 28, 2014

Dear New Patient,

We are excited to have you apply for the Georgia Lions Lighthouse Foundation Hearing Program. Included with this letter are the following items:

- ◇ an application for services
- ◇ a list of Patient FAQs that should answer a few of your questions
- ◇ a list of current Lighthouse-approved hearing providers.

Please read through all of these documents carefully as they contain important information and details about the program.

### **A few reminders about the program:**

1. You will be contact via mail or email two-three weeks after we have received your application. This letter will inform you of your application status.
2. There is a copayment associated with your hearing aids. It is based on the style of aid your provider recommends, as well as on your monthly income. There are no payment plans.
3. You may submit a hearing test from a non-Lighthouse approved provider with your application; however you will need to choose a Lighthouse-approved provider to move forward in the program. He or she will have to accept the hearing test you already have, or they will require you to get a new one with them. To be safe, try to get your hearing test done with a Lighthouse-approved provider.

If you have questions about your application, its status, or information missing from your application, please call **404-325-3630 x313**.

If you have general questions about the hearing program, Lighthouse-approved providers, or your copayment, please call **404-325-3630 x 305**.

Thank you for applying to the Lighthouse Foundation Hearing Program. We are here to help you receive accessible hearing care and will gladly answer any questions you have.

Warmly,  
Hearing Program Staff



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## Patient FAQs

### **Q. Does the Lighthouse Foundation pay for my hearing test?**

A. No.

### **Q. What is a copayment? Why do I have to pay it?**

A. The copayment is the amount you, the patient, will pay for your hearing aid package. The rest of the cost is subsidized by the GLLF. This is a nominal amount and is part of the GLLF Hearing Program guidelines and structure.

### **Q. What is included with my copayment?**

- A. The hearing aid package includes
- ≤2 new digital hearing aid(s) and earmold(s)
  - 4 appointments with a Lighthouse-approved hearing provider
  - 3 year repair warranty
  - One-time loss/damage replacement within the first year

### **Q. Are there payment plans? Can I use Care Credit?**

A. There are no payment plans, and the Lighthouse Foundation is unable to accept Care Credit.

### **Q. I already have a hearing doctor; why do I have to see a Lighthouse-approved hearing provider?**

A. There are certain hearing providers who work with the GLLF hearing program. This means they accept payment from us on your behalf. It also means they abide by the guidelines of our program and agree to provide the services included in your hearing aid package.

### **Q. I already have a hearing test. Can I use it?**

A. Maybe. All hearing tests must be current. According to Georgia law, that means it must be 6 months old or less. Furthermore, if your hearing test does not come from a Lighthouse-approved provider, our Lighthouse providers *may* require you to get a new test from them before you can proceed to be their patient. If you have a current test you wish to use, you will need to ask your new Lighthouse provider if he/she will accept it.

### **Q. Am I approved?**

A. Have you paid your copayment and received a follow-up letter from the Lighthouse Foundation? If not, you are not approved. Your application is labeled "complete pending payment" until your copayment is received and processed. At that point, you will receive an official approval letter.

### **Q. I sent in my money order/I paid online. What happens next?**

A. First, the payment must be processed. This means it is applied to your account and logged in your database file. This can take up to two weeks. Your user agreement – which should be attached to your payment or mailed/faxed if you paid online – is given to the hearing manager once your payment is appropriately logged.

Second, the hearing manager will mail or email you a letter. This letter is very important as it details the four appointments you will make with your hearing provider. Once you receive this letter, please call your provider to set up your first appointment. Your provider will receive a similar letter letting them know you are approved and can make appointments. The GLLF does not make appointments for you – you must call your provider directly.