

February 2022

Meet our Newest Team Member

2022 Insurance Update

**National Cochlear Implant Day--
February 25**



Introducing Julie Walsh!



Last year we expanded our office space and now it is time to grow our team to better support you. If you've called or visited our office in the past month you may have already had the pleasure of meeting our newest team member Julie Walsh.

Julie joined our team in December 2021 as a patient care coordinator. Her previous work experience as a teacher taught her invaluable communication skills to help her be successful in her new position. In addition to assisting with scheduling and phone calls, she will be specializing in billing, insurance and other back office tasks. She will play a key role in ensuring our office runs smoothly.

Julie grew up in Columbus, Ohio and moved to North Carolina in 1993. She enjoyed spending time with her three grown children and beautiful granddaughter. She loves to travel, read, and be anywhere outdoors, especially the beach.

Fun Fact: Julie has been a huge Ohio State football fan all her life and still gets excited every time she sees the stadium or someone wearing her team colors! Go Buckeyes!

2022 Insurance Update

We are committed to providing the best possible hearing healthcare. We are happy to file charges with your insurance provider for diagnostic testing and hearing aid benefits.

Medicare Beneficiaries

Please know that routine hearing testing is not a Medicare covered expense and there will be a \$80 fee associated with this test and \$50 office visit. *If you feel that your hearing has changed, this changes the test from routine to medically necessary.* Please have your physician fax an order for a hearing evaluation to 919-573-0797 so that the test may be billed and covered by Medicare. If you have health insurance other than Medicare, we will be happy to file a claim with your insurance provider.

Below is a list of Insurances we are **IN NETWORK for 2022:**

Aetna (excludes Aetna Duke plans and medicare prime)

BCBS (excludes BCBS home)

Cigna (excludes Healthcare of NC-HMO connect)

UHC

UMR

Medicare

Most Medicare Advantage plans

List of Insurances we are **OUT OF NETWORK for 2022:**

Ambetter

Aetna Duke Select and Duke Basic

BCBS Home

Cigna NC-HMO connect

Medcost

Tricare

Humana

Humana Medicare Advantage**

****Despite this, we hope you will continue your care with us and are happy to file your testing for any out of network benefits you may have. *Some plans such as Humana State Medicare plan have benefits for out of network services.* We do our best to keep our fees low and charge \$50 for office visits and \$80 for a comprehensive hearing evaluation.**

Follow-ups for hearing aid checks, programming, and most repairs are not covered by any insurance and therefore not billed to insurance. These follow-ups are included with your investment in hearing technology for a period time, or with enrollment in our Hearing Aid Wellness program. Details on our Hearing Aid Wellness program are below.

We understand insurance can be confusing so if you have any questions, please do not hesitate to contact our office at 919-570-8311. We look forward to continuing to help you Hear Life in 2022!

****Hearing Aid Wellness Program****

Want to maintain the same great services without worrying about cost? We are offering a program that extends services on your hearing devices for 1 year. This program includes unlimited hearing aid checks, programming visits, real ear measurements, hearing aid supplies (tubing, domes and wax guards) and batteries for 1 year. The cost is \$365. Maintain your hearing for only \$1/day.

February 25 is National Cochlear Implant Day

When Hearing Aids Are Not Enough

Traditional hearing aids utilize the functioning hair cells of the inner ear to make sound louder. For those with moderate to profound hearing loss, the hair cells may be damaged to the point where traditional amplification does not provide adequate, clear sound quality. In these cases, cochlear implants can be an excellent option.



Cochlear implants consist of an external portion and an internal portion. The external portion is worn behind the ear and picks up sound and sends it to an internal portion that is surgically implanted in the inner ear. The internal portion, also known as the “electrode array” replaces the function of damaged hair cells and stimulates the auditory nerve through an electrical signal.

Cochlear implants have been FDA approved for adults with moderate to profound hearing loss in both ears, children 12 to 24 months with profound hearing loss in both ears and children 24 months and older with severe to profound hearing loss in both ears.

Hearing loss typically happens gradually over time, however there are some circumstances where hearing loss happens suddenly. If you wear hearing aids and are still struggling to follow conversations in background noise, depending on lipreading to understand a conversation, having difficulty talking on the phone, or avoiding social activities due to your hearing, then a cochlear implant may be the next step. According to a study conducted by Cochlear Americas in 2019, adults with cochlear implants were 5 times more satisfied with their ability to understand the TV, 7 times more successful with ability to understand sentences, and 11 times more satisfied with their ability to hear on the phone when compared to wearing 2 hearing aids.

Audiologists are critical in the cochlear implant process. At Wake Audiology, our audiologists provide cochlear implant candidacy evaluations to determine if you are an audiologic candidate for a cochlear implant. We then connect you with an ENT surgeon who will determine if you are a medical candidate for a cochlear implant. The surgery for a cochlear implant is a low-risk outpatient procedure done under general anesthesia. Most people are back to their normal activities in just a few days! After you have had the surgery, we will program the cochlear implant speech processor and provide the crucial auditory rehabilitation and auditory training necessary for success with a cochlear implant.

Unlike hearing aids, cochlear implants are typically covered by Medicare and most private insurances. If you think you or a family member may be a candidate for a cochlear implant, we at Wake Audiology would love to give you more information and begin this life changing journey with you.

Take a look at this article recently published in AARP written by a journalist who was implanted in 2019. She talks about her journey to a CI and her perception of sound before and after implantation. [Click Here to Read](#)

Let's Get Social and Share Your Experience

At Wake Audiology, we commit to reconnecting you to your friends and family through better hearing. Helping you hear life! Your satisfaction is of most importance to us and we want you to have an exceptional experience at every visit. Your feedback is very valuable and appreciated. Please consider sharing your experiences by reviewing us on Google or Facebook.



Hear What Our Patients Are Saying...

"Kudos to the entire team at Wake Audiology for going "above and beyond" to assist with repairing my dad's hearing aid quickly and at a very reasonable price. They are very friendly and very professional. Dad and I are customers for life!"--BC

"First time user of hearing aid, was initially very skeptical, but have since grown used to having it, largely because Doctor Vrooman has patiently and clearly explained everything throughout this process over the past year. I don't regret having made this choice at all; rather, I believe it has truly enhanced my quality of life."--CL

Thank You

We Appreciate Your Referrals

Referring your friends and family is the highest compliment you can pay us. As a thank you for referring new hearing aid patients, we will make a contribution to a charity of your choice.

Thank you for choosing Wake Audiology as your hearing care provider.

Sincerely,

Dr. Samantha Vrooman, Dr. Jessica Silvani
Ginny, Sandy and Julie



Patient Testimonials

We have dozens and dozens of patient reviews of our staff and services



Meet Our Staff

We're here to serve you and your hearing needs. Learn more about us.



Our Office

Come visit our conveniently located office. We look forward to seeing you.

Patient

Our Staff

Contact Us

Comments

**Wake Audiology & Hearing
Aid Associates**
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