



Georgia Lions Lighthouse Foundation

PATIENT FAQs

Q. Does the Lighthouse Foundation pay for my child's hearing test?

A. No. If you have insurance, please check your policy as it might allow for unaided hearing testing.

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.

Q. What is included with my child's copayment?

A. The hearing aid package includes

- Up to 2 new digital hearing aid(s) and earmold(s)
- 9 appointments with a Lighthouse-approved hearing provider
- 12 earmolds (bilateral loss) or 6 earmolds (unilateral loss)
- 3 year repair warranty
- 3 year replacement warranty

The program plan is three (3) years. Patients can reapply every three (3) years, dependent on program funding.

Q. How much will our copayment be?

Copayments are determined along a sliding scale based on the family's gross income. Family gross income can be up to 400% of the Federal Poverty Guidelines and range from \$300 - \$1175 per aid and service package.

Q. How long will it take for my child's application to be processed?

The Lighthouse Foundation will process all pediatric hearing applications within one week of their receipt.

Q. What happens after we send in the application? When will I know if my child is approved?

A. Once we have processed the application, we will send you a letter with your child's application status. If we have all of the necessary paperwork, you will receive a payment request letter. Your child's application is labeled "complete pending payment" until your copayment is received and processed. At that point, you will receive an official approval letter and can make appointments with your child's audiologist.

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 one weeks from when the Lighthouse receives it. 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 will explain the appointments you are now approved to make. Once you receive this letter, please call your child's provider to set up your first appointment. Your child's provider will receive a similar letter letting them know your child is approved and can make appointments. The GLLF does not make appointments for you – you must call your child's provider directly.

Q. Are there payment plans? Can I use Care Credit or my insurance?

A. There are no payment plans, and the Lighthouse Foundation is unable to accept Care Credit. However, please check with your private insurance company to see what services are covered.



Georgia Lions Lighthouse Foundation

Q. My child has a hearing doctor not on your list; why does she 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 child's behalf. It also means they abide by the guidelines of our program and agree to provide the services included in your child's hearing aid package.

Q. My child already has a hearing test. Can we use it?

A. Maybe. All hearing tests must be less than 3 months old. Furthermore, if your child's hearing test was not done by a Lighthouse-approved provider, our Lighthouse providers *may* require you to get a new test from them before your child 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. My child's hearing aid needs to be repaired. What do I do?

First, call your child's hearing provider. Make an appointment to have the hearing aid checked in office. If it warrants a manufacturer repair, your hearing provider can send the aid off for repairs. Please notify the Lighthouse Foundation if the aid is sent off for repair so we can note it in your child's file.

There is no limit to the number of in-warranty repairs.

Q. My child's hearing aid needs to be replaced. What do I do?

All hearing aids come with a one-time loss and damage replacement warranty, available within the first three years. If your child's hearing aid is lost or damaged beyond repair, please contact the Lighthouse Foundation. There will be a small replacement fee depending on the brand and style of aid your child has, ranging from \$50 - \$100. The Lighthouse Foundation will send a payment request letter for the replacement fee. Once that fee has been received, the Lighthouse Foundation will send an authorization to your child's hearing provider to order a replacement aid.

This warranty is only available one time within the three year service period. If your child's aid is damaged or lost more than once, you will have to pay an out of warranty price. This is also determined b