



MASSACHUSETTS  
EYE AND EAR



## HEARING REHABILITATION CENTER

Thank you for your interest in Massachusetts Eye and Ear for you or your child's hearing health needs. We believe that when you improve hearing, you take a crucial step staying connected with family, friends, and coworkers/classmates. Our services are built on evidence and outcomes-based practices and we take pride in the patient and family-centered audiology, speech language and educational services we offer. Our providers stay current on devices and Audiology best practices and provide consistent quality across all our locations. We work closely with physician, psychologists and social work clinicians at Mass Eye and Ear and across the Mass General Brigham healthcare system. Our clinics offer a full range of consumer and medical hearing devices to patients of all ages.

### WE START BY UNDERSTANDING YOUR NEEDS

The first step is a Communication Needs Assessment, when an audiologist will connect your listening needs with your hearing loss to offer a variety of options to help. This is an important step because communication needs can be as unique as your hearing, and discussing all options that are applicable to you will ensure you can make the best decision for what you want to do.

### SERVICES

We provide device related services including selection, orientation, acoustic and physical fitting, repairs and adjustments. Our services also include multidisciplinary team evaluations and auditory training. If you choose a hearing device, we will provide service in-person, by phone/video conferencing, and/or by mail. We will teach you effective communication strategies that are relevant no matter what. We will help you self-advocate for your listening needs and inform you of local and national support groups.

### HEARING DEVICES

There are a wide variety of effective hearing devices. Some are consumer devices that can be purchased directly without a clinical consult. We will teach you about them as needed and can sell them "over the counter." Others, like hearing aids, bone-conduction devices and remote microphone systems often require individualized audiological acoustic and physical fitting service over time. We will validate that you are making the best use of them.

### PAYMENT

We will help you navigate transparent and flexible payment options, including insurance advocacy. Hearing devices are provided with an "unbundled" payment model where we charge separately for the hearing aid services and the device. This model allows for cost transparency and for only charging for services that you use.

Devices	How do I know this is right for me?	How do I get this?	How much does device cost?	What services are needed?	How do I get services?	How are services charged?	Does insurance cover?
Consumer devices/ hearables (will become OTC)	For simple hearing problems, or we can recommend them	Purchase online, or we sell them over-the-counter	<\$1,000	Few, as devices are designed for self-use; or an audiologist can help with orientation, acoustic and physical fit	Through manufacturer, or we can help	Based on service complexity, paid when provided	No
Hearing aids and non-surgical bone conduction devices	Communication Needs Assessment after hearing evaluation	Through licensed audiologist in clinic	<\$3,000 per pair for hearing aids, <\$6,000 for bone-conduction	Needs assessment, selection, orientation, acoustic and physical fit, repair, adjustment and ongoing care	Through licensed audiologist in clinic, drop-off, mail, telemedicine, depending on service	Based on service complexity, billed at the time of service, or service plans	Sometimes, we can assist in verifications
Surgical devices (bone conduction, and cochlear and brainstem implants)	Communication Needs Assessment after hearing and physician evaluation	Through hospital, and licensed audiologist and physician	<\$7,000 bone conduction, <\$30,000 for cochlear and brainstem implants	Physician and audiology candidacy consultation, surgery, post-surgical physician care, audiology orientation, acoustic and physical fit, repair, adjustment and ongoing care	Through licensed audiologist and physician in clinic, drop-off, mail, telemedicine, depending on service, and hospital	Billed at the time of service	Mostly, we can assist in verifications
Hearing assistive technology	We can recommend them	Purchase online, or dispensed in-clinic	>\$100 - <\$3,000	Some devices designed for self-use; others require an audiologist to make compatible with other devices	Through manufacturer, or we can help	Based on hourly rate, paid when provided	Rarely, when medically necessary

For detailed information, and to make an appointment at one of our many locations, call our Main Campus Boston office: **(617) 573-4047** or visit: [MassEyeandEar.org/Audiology](https://www.masseyeandear.org/Audiology). The website lists all our locations where we provide hearing rehabilitation services and devices, with contact information for each. You can also request more detailed information on the brands of devices we carry and their price.

## Our Commitment to Communicate Clearly

In the Mass Eye and Ear Audiology clinics, in order to communicate with you, we will strive to always:

- Face you directly
- Avoid noisy backgrounds
- Get your attention first
- Ask how you communicate best and communicate that way
- Speak clearly at moderate pace, not over-emphasizing words
- Re-phrase if you do not understand
- Provide assistive listening devices, or professional interpreting or real-time captioning

