

Do you or someone you know experience difficulty hearing what's said over the telephone?



The CapTel 800i  
Captioned Telephone

Hamilton CapTel may be just the right solution:

- listen to and read what is being said
- captions available for every call
- service is free and available nationwide

Call today for more information.



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**Contact EPIC**  
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City of Industry, CA 91748

Toll Free  
**1 877.606.3742**

Hearing Plans Toll Free  
**1 866.956.5400**

Hearing impaired:  
Call **711** national relay service  
FAX **626.435.0188**  
hear@epichearing.com  
www.epichearing.com



## YOUR HEARING SERVICE PLAN and How to Use It

### Hear Better, Live Fully

Hearing is one of the five natural senses that allow us to enjoy life and the world around us. Music, radio, television, movies, and theater – all become less accessible and enjoyable without the benefits of hearing. And the loss of sounds like sirens and alarms can actually endanger your life.

Hearing is a valued life asset that can be protected, treated and assisted through a program for hearing healthcare. **The EPIC Hearing Service Plan provides easy access to hearing health professionals** – primarily physicians and audiologists – who can help you achieve your maximum hearing potential throughout your life.

Hearing loss usually occurs gradually, without pain or discomfort. However, some more serious symptoms merit immediate attention by a physician:

- A sudden hearing loss
- Spinning and dizziness with vomiting
- Persistent ringing in one ear
- Blood or fluid draining from one or both ears
- Persistent pain in one or both ears

Hearing problems are fairly common: 12% of the US population has some form of hearing impairment and hearing loss is the #3 chronic health problem in the country.

Source: National Institutes of Health



### EPIC's National Network Ensures Savings

EPIC's Hearing Service Plan offers you a national alliance of independent ear physicians and audiologists dedicated to high-quality hearing care.

Your EPIC benefit ensures substantial savings – between 35% and 50% – on name-brand hearing aids and products to protect and improve your hearing.

## When to Call EPIC

If you experience any of the following, you may have a hearing problem that needs attention:

- Difficulty understanding voices and words (especially those of women and children)
- Occasional ringing in one or both ears
- Itching in the ear canals
- Difficulty understanding in noisy situations
- Turning up the television volume to understand the dialogue

## How Often Should Your Hearing Be Checked?

Hearing tests should be part of your regular health maintenance plan. Hearing professionals recommend testing as follows:

|                 |                            |
|-----------------|----------------------------|
| Children 5 – 18 | Every two years            |
| Ages 20 – 40    | Every 10 years             |
| Ages 40 – 55    | Every two years            |
| Ages 55 +       | Annually                   |
| Everyone        | Anytime you have a concern |

## The EPIC 5-Step Plan

Any symptom of hearing loss deserves expert evaluation and treatment by a trained hearing health care specialist.

The EPIC Hearing Service Plan starts with an evaluation of your ears and your hearing. Diagnostic tests and measures will determine the course of treatment most likely to help you hear better. The EPIC Hearing Plan's 5 Basic Steps to Good Hearing include:

### STEP

1 **Pure Tone Hearing Test** to determine if a hearing problem exists.

### STEP

2 **Functional Assessment** to determine the magnitude of the problem and the technology best suited to treat it.

### STEP

3 **Hearing Aid Evaluation** to determine your ability to wear a hearing aid and select the best model and make.

### STEP

4 **Fitting and Programming** your hearing aid.

### STEP

5 **Therapy and Training** to fine-tune your device and maximize the benefits you receive.

## How the EPIC Plan Works

- Call EPIC today to start your hearing program.
- A hearing counselor will register you and assist in determining your hearing care needs.
- You will receive a Hearing Service Plan booklet outlining all plan services and pricing.
- A hearing counselor will coordinate a referral to a provider located near your home or work.
- Contact the provider; follow through with an appointment, examination and treatment.
- EPIC will coordinate and manage all payments, and assist you in coordinating insurance benefits or coverage when applicable.
- Our hearing counselors are available to help you, and to provide advice or additional information.



Call EPIC at  
**866.956.5400**

Call today to access hearing health services

Hearing impaired:

Dial **711** national relay service