

1. **How does someone apply for a hearing aid?**  
In order to apply, you will need to include all the paperwork outlined on page two of the application. You can download the latest version here:  
[http://www.foundationforsightandsound.org/help\\_america\\_hear\\_program1.php](http://www.foundationforsightandsound.org/help_america_hear_program1.php)
2. **Who is eligible for a hearing aid?**  
Men, Woman, and Children who make less than \$35,000, have hearing aid-treatable moderate to profound hearing loss and no other financial means of purchasing hearing aids.
3. **Why is there an Application Fee?**  
FSS is a 501c3 not-for-profit organization and therefore 100% of the application fees associated with the Help America Hear program are used to cover overhead expenses. FSS is a small grass roots organization and requires a small office staff to maintain daily operations and ensure that people like you continue to receive the help they need. We understand the value and importance of your hard earned money and we will be more than happy to discuss any questions or concerns you may have.
4. **Is the application fee refundable?**  
The application fee is non-refundable with certain exceptions (i.e., we cannot get a provider, prescreening each application carefully before official review to ensure the applicant will qualify before we process payment). The key is to know that all your financial is in order and meets our criteria.
5. **How long does it take to get a hearing aid?**
  - Depending on receipt of all pertinent documentation will determine how long the process takes.
  - Once all paperwork is received review/approval time is 2-3 weeks.
  - The entire application process from start to finish takes 2-6 months.
6. **Upon being approved how do we receive the hearing aids?**
  - Each approved applicant is assigned to a Hearing Health Care Professional that agrees to work with the Help America Hear Program.
7. **How long does it take to find a provider?**  
This can take from 2-6 months depending on several factors.
  - Whether or not your original provider agrees to work with the program.
  - The time it takes for a provider to agree to fit our approved applicant and sends back their agreement.
  - Finding a Hearing Health Care Professional who dispenses or is willing to dispense ReSound Hearing Aids.
8. **What can I do to help expedite the process?**
  - All applicants are asked to provide a minimum of 3 zip codes in their immediate area. It is also advised that applicants assist by finding a professional who is willing to work with Help America Hear.

9. **How does a Hearing Health Care Professional participate in the program?**
  - The professional is made aware of the program by the applicant or is approached by a member of the Help America Hear Team.
10. **What if there is nobody in my area?**
  - We strive to find a provider within a 30 mile radius of the applicant's hometown. There are times the applicant must travel distances based on where they live.
11. **What types of hearing tests are required?**
  - An Audiogram Exam which includes: binaural speech scores, air, bone masking, mcl and ucl levels. (Have your examiner initial each item on the checklist included in the application to ensure all tests were completed). Applicant is responsible for the cost of the hearing test. Although, many insurance companies do not cover hearing aids, several do cover testing. If you have insurance coverage currently, call the number on the back of your insurance card.
12. **What kind of hearing aids do you provide?**
  - We provide new ReSound BTE (behind the ear) and RIC (receiver in canal) digital hearing aids.
13. **If I have a hearing aid benefit can I still apply?**
  - Yes, if you have a hearing aid benefit your application will be considered a Tier II application and the fees will be higher than Tier I.
14. **What if I can't afford the application fee?**
  - Our suggestion is for you to contact your local religious entity, civic organization (such as Rotary, Lions, Kiwanis) and your local Elected Officials. Let one of these avenues be aware that you are applying to Help America Hear for Hearing Aid assistance. It has been proven that when you ask for a "hand-up" not a "hand-out" you will have a better opportunity.
15. **What is the Photo Release form?**
  - By signing this form it provides a means of approval by you to show the success of the program.
  - Here are some examples: <http://www.foundationforsightandsound.org/testimonials.php>
16. **What am I entitled to once I receive my hearing aids?**
  - From your first visit you will receive a total of 5 visits or up to one year of service.
17. **What additional costs can I expect beyond the application fee?**
  - You may be charged for batteries, additional accessories extended warranty, or additional testing as deemed necessary by the hearing health care provider.