



# Policy Key: Hearing Aids

## TriWest Clinical Operations – TRICARE West Region

### SCOPE

This Policy Key provides criteria to use during medical necessity review for conventional hearing aids only. Cochlear implants and prosthetic hearing devices each have separate policy keys.

### NOT COVERED

- Hearing aid and hearing aid services for the following:
  - Retirees and their families <sup>[1]</sup>
  - TRICARE Retired Reserve (TRR) beneficiaries, **except for child dependents of former members of the Uniformed Services enrolled in TRICARE Prime.** <sup>[1]</sup>
  - TRICARE Reserve Select (TRS) beneficiaries <sup>[1]</sup>
- Repair of a hearing aid still under warranty <sup>[2]</sup>
- Duplicate (back up) hearing aids <sup>[2]</sup>
- Hearing aid services for Active Duty Service Members (ADSMs) that are not authorized through the Supplemental Health Care Program (SHCP) or lack required preauthorization. <sup>[4]</sup>
- For ADSM **residing in a Prime Service Area (PSA)** with audiology services, hearing devices must be procured by the Market/MTF.

### COVERAGE CRITERIA

#### Active-Duty Service Members (ADSM) <sup>[4]</sup>

Hearing aid coverage for ADSMs is only authorized through the **Supplemental Health Care Program (SHCP)**.

- **Initial Level of Review** may approve hearing device if meets the criteria:
  - If the **ADSM resides outside a PSA, or the Market/MTF lacks** audiology services necessary for hearing aid procurement:
    - Refer to a network provider for hearing aid procurement, fittings, or adjustments through the SHCP without a waiver.
    - Except for TRICARE Prime Remote (TPR) enrollees, the referral must document the lack of Market/MTF audiology services before a claim may be paid.

#### Dependents or Child Dependents

- **Initial Level of Review** may approve hearing aids, hearing aid services and supplies for dependents of Active-Duty Service Members (ADSM) or child dependents of former members of the Uniformed Services enrolled in TRICARE Prime and all members covered under the

Transitional Assistance Management Program (TAMP) who meet the following criteria for a profound hearing loss:

- Profound hearing loss – **Adult** (a spouse as defined in [32 CFR 199.3\(b\)](#))<sup>[3]</sup>
  - 40 dB HL or greater in one or both ears when tested at 500,1,000,1,500, 2,000, 3,000, or 4,000 Hz **or**
  - 26 dB HL or greater in one or both ears at any three or more of those frequencies **OR**
  - A speech recognition score less than 94%
- Profound hearing loss – **Child** (an unmarried child of an ADSM or former member of the Uniformed Services enrolled in TRICARE Prime) who otherwise meets the criteria, (including age requirements) in 32 CFR 199.3.)<sup>[3]</sup>:
  - 26 dB HL or greater hearing threshold level of one or both ears when tested in the frequency range at 500, 1,000, 2,000, 3,000, or 4,000Hz.

## Hearing Aid Repairs or Replacement

- **Initial Level of Review** may approve **Either** of the following:
  - Repair of beneficiary owned hearing aids when it is necessary to make the hearing aid serviceable. If the repair cost exceeds the total replacement cost, including fitting, the hearing aid should be replaced.
  - Replacement of beneficiary owned hearing aids when the hearing aid is lost or is not serviceable due to normal wear, accidental damage, or due to a change in the beneficiary's condition, or level of hearing loss.

## DEFINITIONS

NA

## CODES

CPT 92551, 92590-92592, 92650-92653

HCPCS V5010-V5011, V5275

## REFERENCES

[1] TRICARE Policy Manual 6010.63-M, April 2021, Change 17 (September 20, 2024), Chapter 7, Section 8.2, Hearing Aids and Hearing Aid Services

[https://manuals.health.mil/pages/DisplayManualHtmlFile/2024-09-20/AsOf/TPT5/C7S8\\_2.html](https://manuals.health.mil/pages/DisplayManualHtmlFile/2024-09-20/AsOf/TPT5/C7S8_2.html)

[2] TRICARE Policy Manual 6010.63-M, April 2021, Change 17 (September 20, 2024), Chapter 8, Section 2.1, Durable Equipment (DE) Basic Program

[https://manuals.health.mil/pages/DisplayManualHtmlFile/2024-09-20/AsOf/TPT5/C8S2\\_1.htm](https://manuals.health.mil/pages/DisplayManualHtmlFile/2024-09-20/AsOf/TPT5/C8S2_1.htm) |



[3] Defense Health Agency. (2024). TRICARE Policy Manual 6010.63-M, Chapter 3: Eligibility. Retrieved from <https://manuals.health.mil/pages/DisplayManualHtmlFile/2024-09-20/AsOf/fr16/c3.html>

[4] TRICARE Operations Manual 6010.62-M, April 202, April 2021, Change 36 (January 17, 2025), Chapter 17, Section 3, Contractor Responsibilities  
<https://manuals.health.mil/pages/DisplayManualHtmlFile/2025-01-17/AsOf/TOT5/C17S3.html>