

Performance Report

Nevada Public Employees' Benefit Program
January 1st through March 31st, 2024

Amplifon Updates



AMPLIFON CONTINUES GROWING RAPIDLY

We now work with 50+ health and insurance partners. In just 24 months, we've doubled our Medicare Advantage business, doubled our Medicare Supplement business, and doubled our commercial client business



CONCIERGE-LEVEL SERVICE EXCELLENCE

Amplifon continues to focus on exceptional member service through our focus on education and engagement, our hearing-dedicated Patient Care Advocates, and enhancements to our member journey via virtual tools



A FOCUS ON NETWORK ACCESS

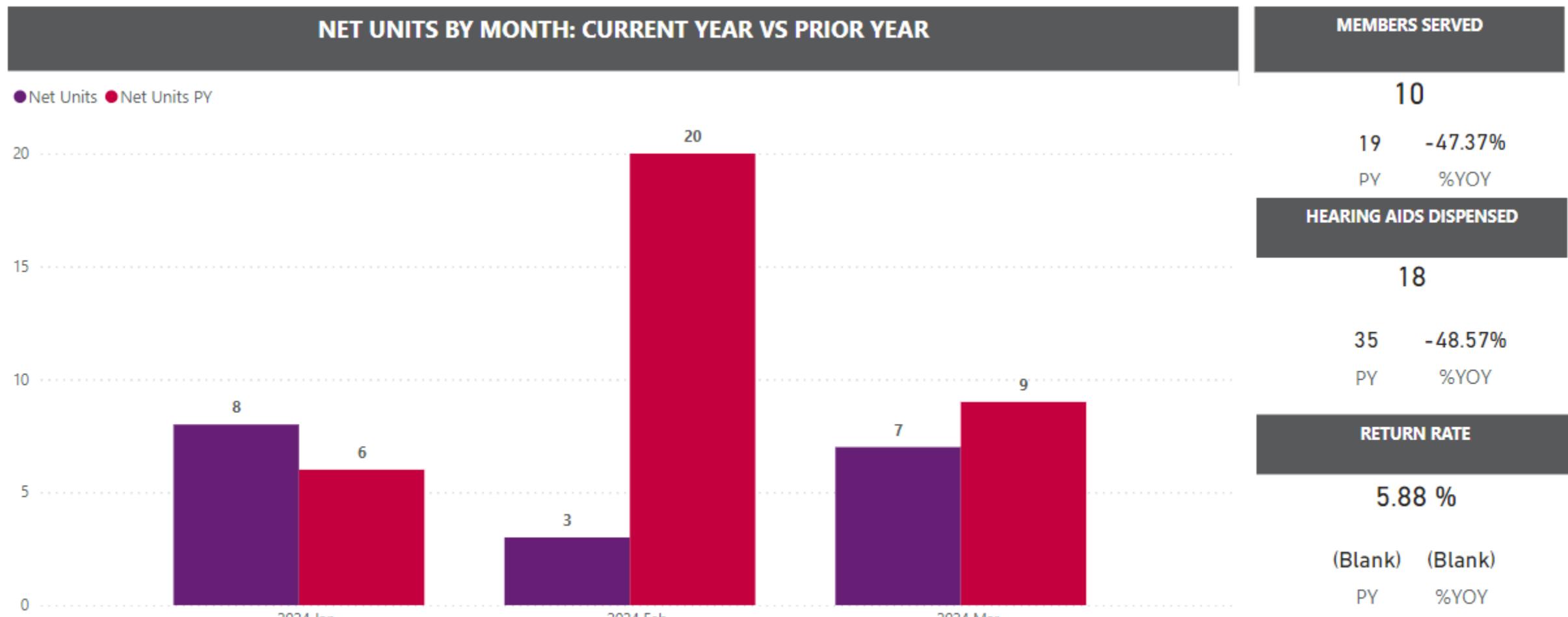
Amplifon continues to expand our network and will soon exceed 6,000 nationwide locations. We remain the only hearing health administrator with Miracle-Ear® locations in network



UNIFORM PROVIDER REIMBURSEMENT

Amplifon continues to be the only hearing health administrator with a universal provider reimbursement focused on quality of care vs. a graded reimbursement that rewards providers for selling more expensive HAs

Hearing Aid Purchases



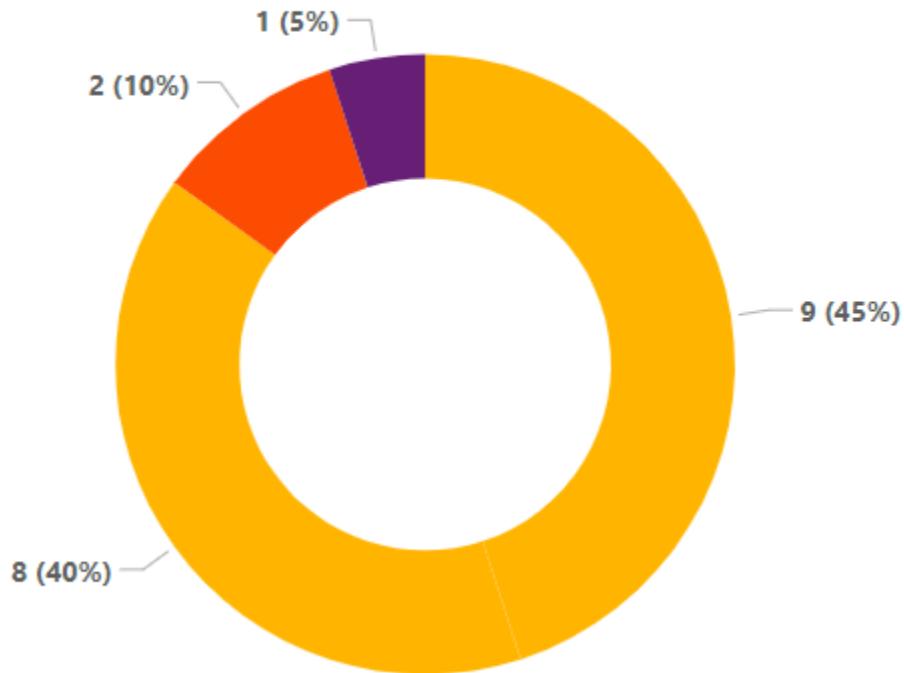
Why do members return hearing aids?

Typically, members return hearing aids due to issues with comfort. For example, a member may feel they want an invisible in-the-ear-canal model but realize it's uncomfortable. They may request to return their hearing aids and switch to an over-the-ear model.

Hearing Aids Dispensed by Manufacturer

HEARING AIDS DISPENSED BY MANUFACTURER

● OTICON ● STARKEY ● MIRACLE EAR ● PHONAK ● SIGNIA



What do providers think?

In a recent Amplifon survey, 90% of providers indicated they prefer having the option to dispense the hearing aid brand and model best suited for the members' lifestyle, technology and hearing needs.

THE IMPORTANCE OF CHOICE

Since Amplifon is the only major hearing administrator not owned by a manufacturer, our program is designed to provide your members substantial member choice.

Why is choice of hearing aids important?

- Most providers do not offer all manufacturers.
Most only offer 1 to 2 brands of hearing aids
- For members who may already wear hearing aids, they often prefer not to switch manufacturers because they are comfortable with their existing brand
- Some models by manufacturers may be better suited for different lifestyle, technology and hearing healthcare needs

Hearing Aids Dispensed by Technology Tier

UNDERSTANDING TECHNOLOGY TIERS

PREMIER

For **dynamic** lifestyles. Typically includes: 20+ frequency channels, beam forming, wind/echo reduction, impulse noise reduction, and binaural processing

SIGNATURE

For **very active** lifestyles. Typically include: 16 frequency channels, beam forming (limited), wind/echo reduction, impulse noise reducing and binaural processing

ADVANTAGE

For **moderately active** lifestyles. Typically include: 12 frequency channels without other features listed above

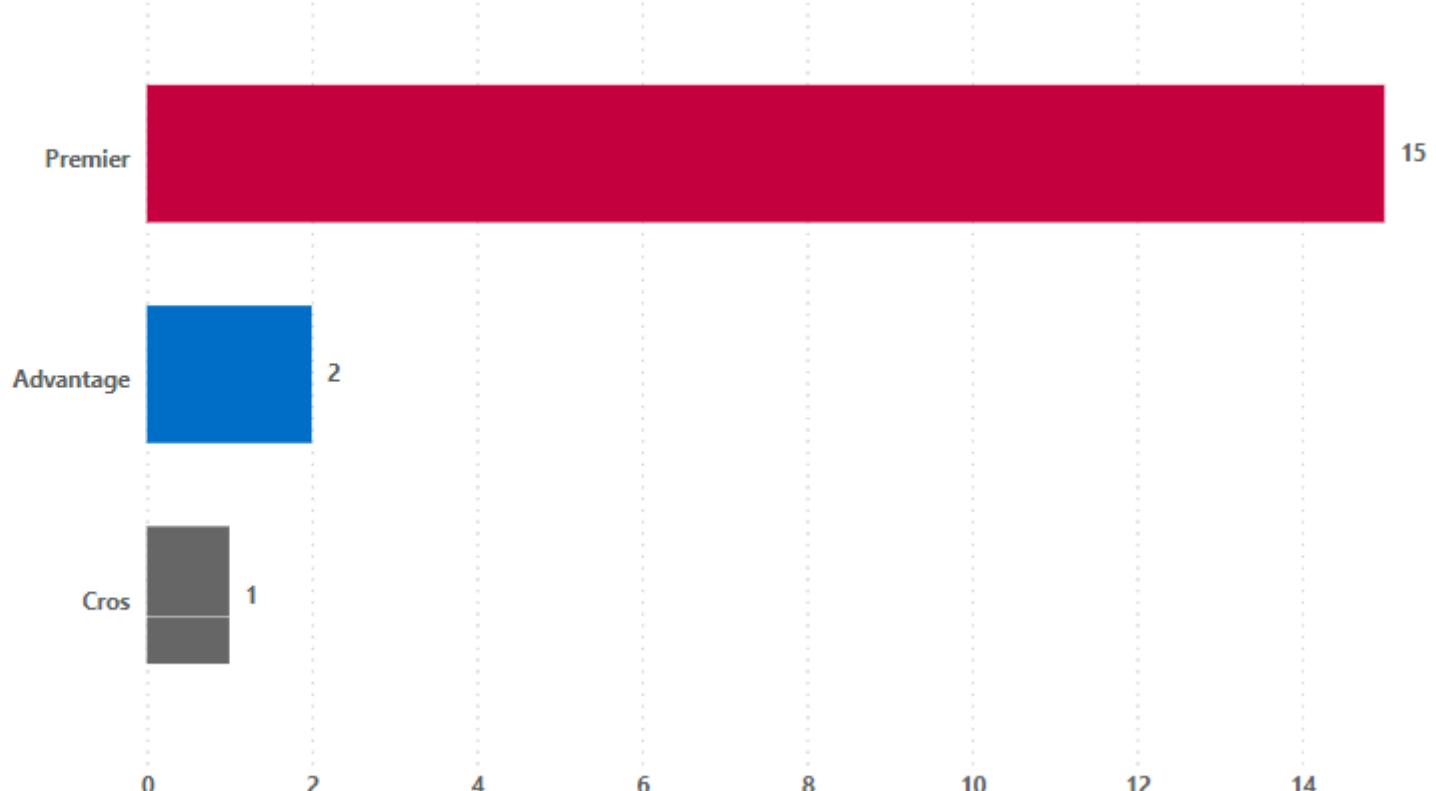
PLUS AND BASIC

For **casual or quiet** lifestyles. Typically includes 8 or fewer frequency channels without other features listed above

CROS

A **specialized** hearing aid whose microphone picks from the “poor side” and sends it via wireless connection into a conventional hearing aid on your better ear

HEARING AIDS DISPENSED BY TECHNOLOGY TIER



75%

Percent of Your Members Purchased Rechargeable Hearing Aids

What's the primary difference between disposable and rechargeable hearing aid batteries? Rechargeable hearing aids eliminate the time, stress, and cost of dealing with disposable batteries. Take note: two digital hearing aids eat up an average of 300 (or more!) batteries in a 3-year span.

Savings Analysis

\$103,145

=

TOTAL SAVINGS YEAR TO DATE

We're on our way to another successful year. Think of the impact you're making on your members quality of life!

	HAs PURCHASED	AVR MSRP	AVR MBR COST	TOTAL SAVINGS
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	Premier	15	\$8,671	\$2,195	\$97,140
	Advantage	2	\$3,520	\$1,495	\$4,050
	Cros	1	\$3,850	\$1,895	\$1,955
					
					
					

Average MSRP Per Aid

\$7,831

\$5,955 31.5%

PY %YOY

Average Cost Per Aid

\$2,101

\$2,206 -4.80%

PY %YOY

Total Cost of Aids Purchased

\$38K

\$77.23K -51.04%

PY %YOY

Average Cost Per Purchase

\$3,738

\$4,197 -10.94%

PY %YOY

Network Access

Member Utilization: Top Counties

COUNTY	STATE	UTILIZATION YTD	PRIOR YEAR
CARSON CITY	NV	9	4
CLARK	NV	1	4
WASHOE	NV	0	8

Member Utilization: Top Providers

PROVIDER	UTILIZATION YTD	PRIOR YEAR
Hearing Care Of Carson City Ltd	5	2
Sierra Nevada Hearing Aid Center	4	2
LeMay Hearing & Balance	1	1
Miracle Ear	1	2
Silver State Hearing and Balance	-1	4

The Importance of a Uniform Provider Reimbursement Schedule

Rewarding providers with larger dispensing fees (right) leads to unnecessary upselling and greater expense.

FACT: Amplifon is the only hearing health administrator with a universal provider reimbursement rate.

Amplifon		Competitors	
Premier	\$\$	Premier	\$\$\$\$\$
Signature	\$\$	Signature	\$\$\$\$ 
Advance	\$\$	Advance	\$\$\$ 
Plus	\$\$	Plus	\$\$ 
Basic	\$\$	Basic	\$ 

FOCUS: QUALITY OF CARE

FOCUS: MAXIMIZING PROVIDER ROI

Thank you!