



## Being a Tuned Provider

### Role:

This role is responsible for completing consultation with Tuned's benefits members, including documentation and clinical decision making.

- Relationship with Tuned: Independent Contractor
- Requirements: Valid audiology license in at least one state, NPI, photo ID, complete profile on the dashboard, and sync Stripe for payment through direct deposit

### Key Contacts:

- Heather Malyuk, Head of Audiology
  - Oversees all providers on the platform, directs the internal audiology team, and represents the providers within the Tuned team.
  - [heather@tunedcare.com](mailto:heather@tunedcare.com)
- Allison Hearn, Head of Provider Operations
  - Performs demo consultations and benefits consultations; leads monthly benefits audiologist meetings, supports Heather and the core Tuned team.
  - [allison@tunedcare.com](mailto:allison@tunedcare.com)
- Renee Valdez, SVP of Product
  - Responsible for functioning of the platform, development of new features, and addressing any bugs in the system.
  - [renee@tunedcare.com](mailto:renee@tunedcare.com)
- Mika Aronson, Operations Manager
  - Serves as primary contact for members when support services are needed and acts as liaison between members and our external accounts, including device ordering and BLUEMOTH referrals
  - [mika@tunedcare.com](mailto:mika@tunedcare.com)
- Aditya Singhal, Head of Finance
  - Oversees all finances of Tuned, including contracts, fee schedules, invoices, and provider payments.
  - [adi@tunedcare.com](mailto:adi@tunedcare.com)
- Danny Aronson, CEO
  - Oversees all of Tuned
  - [danny@tunedcare.com](mailto:danny@tunedcare.com)



## Tuned Benefit Overview

### What Is Tuned?

Tuned is the first benefit designed to bring hearing health to everyone. By leveraging telehealth, members can directly access Tuned's doctors of audiology and online hearing screener for tailored recommendations to improve their listening ability and learn how to safeguard their hearing for the future. This benefit is offered to members through their employers or insurance carriers, with no direct payments from the members.

### The Tuned Benefit

The typical Tuned Benefit includes:

- Three (3) consultations per year
- One (1) over-the-counter device, hearing protection or app every three years\*
  - \* Approved technology on the fee schedule
- One (1) pair of prescription hearing aids every three years\*
  - \*Approved technology on the fee schedule

NOTE: Currently, NFP is the only organization that may differ from this benefit as some members have high-deductible health plans. When seeing these members, please ask if they are on one of these plans and, if so, inform them that their deductible must first be met before the stipends towards technology kicks in. If a member would like any technology, please forward information to Mika Aronson ([mika@tunedcare.com](mailto:mika@tunedcare.com)) and she will assist.

*All prescription hearing aids and products offered by Tuned fall within the above criteria and can therefore be described as "covered."*