



# ChEARS

HEARING CENTER  
AUDIOLOGY & HEARING AID SERVICES

**ROBERT A. FAILLACE, AuD,CCC/A**  
Doctor of Audiology/Director Hearing Health Care Services

**LUCIA KEARNEY, AuD,CCC/A**  
Doctor of Audiology/Adult and Pediatric

## SERVICES

### Comprehensive Audiologic Evaluations

Adults and Pediatrics

### Hearing Aids Adults and Pediatrics

Evaluation

Selection

Service

Conformity Testing

FM Systems

### Tinnitus

Evaluation

Consultation

Treatment

### Aural Rehabilitation

### Custom Earmolds

Musician

Hearing Protection

Mobile Phones

Surf Molds

Swim Molds

Music Players

## EPIC / United Health Care Referral Instructions:

- Contact EPIC Hearing health care at **866-956-5400**. Have your United Health Care card in hand, they will need your medical insurance information.
- Ask them to generate a referral to Robert Faillace, Au. D./ ChEARS, Inc.
- Epic will send a referral to ChEARS to be completed by our Audiologist and you with information you will discuss regarding your hearing aid recommendation. You and the Audiologist must sign this form and send it back to EPIC.
- Once EPIC receives this form they will contact you to discuss the costs of the hearing aid(s) and any hearing aid benefits you may have through your United Health Care plan. All money transactions will occur between you and EPIC. EPIC will pay ChEARS for our services.
- Once this step is completed, EPIC will send ChEARS an authorization to order your new hearing aid(s). When ChEARS receives this notice, ChEARS will contact you to come in for an ear impression (only if needed for your type of hearing aids) and set a date for your new hearing aid fitting. Once you are fit, there is a 45 day adjustment time to insure you are happy with your new aid(s). You will see your audiologist several times in this 45 day fitting period.

If you should have any questions regarding this process, please do not hesitate to call us at **619-810-1204**. We will look forward to helping you hear better and thank you for allowing us to provide your hearing health care.

Kind Regard;

Robert Faillace, Au. D., CCC/A  
Audiologist

**ChEARS, INC.**  
3590 Camino Del Rio N  
Suite 201  
San Diego, CA 92108

PH: 619-810-1204  
[www.chearshearing.com](http://www.chearshearing.com)

SPECIALISTS DEDICATED TO HEARING CARE EXCELLENCE.