



Special Olympics

Ordering Instructions for Participating Customers

What Is Starkey Cares?

Starkey Cares is Starkey's program for giving back to the community. Starkey Cares is designed to reflect the core values of Starkey in serving others and helping people to hear better and live better.

At Starkey, we believe everyone deserves access to hearing health. This is also why we are the exclusive hearing health partner for Special Olympics, where any Special Olympics athlete or coach can receive free hearing aids from Starkey and service from Starkey Cares partners.

How to support Special Olympics athletes and coaches

Step 1: Once you are contacted, set up an appointment based on if they were referred to you or are requesting follow-up support for technology they were fit with prior. Unlike the Starkey Cares Better Hearing Program, there is no application process or fee. However unlikely, if you believe that someone is attempting to access this benefit wrongfully, please contact us at starkeycares@starkey.com and we can work with Special Olympics to verify.

Step 2: Assess their needs which may vary from things as simple as helping them learn how to use a smartphone-based app, tuning of hearing aids, fitting for new hearing aids, or replacement and repair of existing hearing aids.

Step 3: Ordering hearing aids is free and is accessed on the Starkey eStore using the billing **#F9180**:

- Below is a list of hearing aids that may be ordered:
 - Evolv AI 2400 RIC 312
 - Evolv AI 2400 BTE 13

**Please note: If a patient requires a device not offered in the Starkey Cares product list, please email starkeycares@starkey.com with the patient's audiogram, name, and requested hearing solution.*

Step 4: Order hearing aids via the eStore using the following steps:

1. Log into starkeypro.com.
2. Hover over your profile information at the top of the page to change your **Bill To** account to **Starkey Cares #F9180**.
3. Choose office location where you would like devices to be sent to as **Ship To**.
4. For the PO#, put in "Special Olympics".

Step 5: Contact the patient to schedule fitting appointment.

Step 6: You may use your own fitting documents to have the patient (or authorized signer) sign to acknowledge the fitting of the hearing aids at the time of fitting.

Additional Questions?

For more information on Starkey Cares, visit starkeypro.com. Please direct public calls to the phone number and email below:

- 855-686-2202
- starkeycares@starkey.com

