

New Jersey Hearing Aid Project

FREQUENTLY ASKED QUESTIONS

WHAT IS THE NEW JERSEY HEARING AID PROJECT?

The New Jersey Hearing Aid Project (NJHAP) is an initiative led by the New Jersey Division of the Deaf and Hard of Hearing (DDHH) in collaboration with Montclair State University (MSU). It provides free refurbished hearing aids to eligible individuals.

WHAT ARE THE ELIGIBILITY CRITERIA FOR THIS PROGRAM?

To be eligible for NJHAP, individuals must:

- Be a New Jersey resident
- Be age 65 or older **OR** are disabled and be receiving Social Security Disability Income (SSDI)
- Meet the current income guidelines

ARE MEDICAID MEMBERS ELIGIBLE FOR NJHAP?

Medicaid members are *not* eligible for NJHAP, as Medicaid covers the cost of hearing aids.

WHAT IS THE APPLICATION PROCESS?

To apply online, visit: <https://nj.gov/humanservices/ddhh/services/hearingaid/project/>. For a printed application, contact DDHH at DDHH.communications2@dhs.nj.gov or (609) 588-2648

Individuals enrolled in PAAD (Pharmaceutical Assistance to the Aged & Disabled) must fill out NJHAP application **Form A**. Individuals not enrolled in PAAD must fill out NJHAP application **Form B**.

Applications can be mailed, emailed, or faxed

WHERE IS THE APPLICATION SENT?

Mail: Division of the Deaf and Hard of Hearing
New Jersey Hearing Aid Project
PO Box 074 Trenton, NJ 08625-0074

Email: DDHH.communications2@dhs.nj.gov
Fax: (609) 588-2528



WHAT IS THE TURNAROUND TIME FOR APPLICATION PROCESSING?

Applications are processed within two (2) weeks. Additional processing time may apply, if the application is incomplete or additional documentation is required

HOW WILL THE STATUS OF THE APPLICATION BE COMMUNICATED?

DDHH mails a letter of determination to the address included on the application.

WHAT HAPPENS AFTER CONFIRMATION OF ELIGIBILITY?

DDHH mails a confirmation of eligibility letter, with a list of NJHAP participating audiologists. Please select an audiologist from the list and schedule an appointment.

There are three appointments, please be prepared to schedule:

- The first appointment for the hearing evaluation and or ear impression
- The second appointment for the fitting of the hearing aid(s)
- The third appointment for a follow up visit, if needed

ARE THERE ANY DOCUMENTS REQUIRED FOR THE FIRST VISIT WITH THE AUDIOLOGIST?

During the first visit with the audiologist, ensure a copy of the eligibility confirmation letter, from DDHH, and a recent hearing test is available.

WHERE ARE THE NJHAP PARTICIPATING AUDIOLOGISTS LOCATED?

The NJHAP participating audiologists are located in the following counties:

- Bergen
- Essex
- Gloucester
- Mercer
- Middlesex
- Monmouth
- Ocean
- Passaic
- Somerset
- Union

Mobile audiology services are available in the following counties:

- Atlantic
- Burlington
- Mercer
- Middlesex
- Monmouth
- Ocean
- Passaic
- Somerset
- Union



ARE THERE TRANSPORTATION OPTIONS AVAILABLE FOR AUDIOLOGIST VISITS?

There may be transportation options available. For more information, visit: <https://www.nj.gov/disabilities/employment-independent-living/transportation/request-a-ride.shtml>

WHO DETERMINES IF ONE (1) OR TWO (2) HEARING AIDS ARE NEEDED?

The audiologist determines the optimal number of devices based on the hearing evaluation.

WHAT IS THE TIMELINE FOR RECEIVING HEARING AIDS?

NJHAP is dependent upon the availability of donated hearing aids. Hearing aids may take eight (8) to twelve (12) weeks to become available. In some cases, the appropriate hearing aid(s) may not be readily available and require additional time.

For more information, or status updates on hearing aids, contact MSU at NJHAP@montclair.edu or (973) 655-2093.

WHAT IS PROVIDED UNDER NJHAP?

NJHAP provides one (1) or two (2) reconditioned hearing aids, one (1) fitting, and three (3) audiologist visits. Out-of-pocket costs may apply.

ARE THERE ANY OUT-OF-POCKET COSTS?

Out-of-pocket costs may include ear molds or impressions, batteries, and accessories. Costs may vary depending on the provider, retailer, or brand of hearing aid.

Additional out-of-pocket costs apply after the warranty period.

IS THERE A WARRANTY FOR THE HEARING AID(S)?

Hearing aid(s) are dispensed with a one (1) year warranty.

A flat fee of \$85 applies for repairs outside of the warranty period. Payment is required at the time of repair.

WHAT IF THERE ARE QUESTIONS ABOUT THE HEARING AID(S) OR THE HEARING AID(S) REQUIRE ADJUSTMENT?

If there are questions about the hearing aid(s) or the hearing aid(s) require adjustment, contact MSU at NJHAP@montclair.edu or (973) 655-2093.

Adjustments, repairs, or follow-up visits may be available.

For additional information about NJHAP, contact DDHH at (609) 588-2648 or DDHH.communications2@dhs.nj.gov.



State of New Jersey
Phil Murphy, Governor | Tahesha L. Way, Lt. Governor



Department of Human Services
Sarah Adelman, Commissioner

