

Codebook

Prescription Hearing Aid Users

Code	Description	Example
External support	Participants reported receiving external financial support to get hearing aids. This could refer to financial assistance from organizations like Veterans Affairs and Vocational Rehab or medical insurance or financial support from family or friends.	<i>The VA paid for my hearing aids (P172, 80 yrs., male)</i>
Affordable options	Participants reported shopping around for the best prices or that they discovered that hearing aids were more affordable at specific places, such as discount warehouses.	<i>Shopped for the best value (P32, 70 yrs., male)</i>
Availability of finances	Participants reported having the financial ability to afford hearing aids, i.e., cost was not a barrier for them.	<i>I had enough discretionary income so price wasn't an issue (P116, 71 yrs., female)</i>
Cost-benefit	Participants described the cost-benefit of hearing aids, as they felt that the benefits of purchasing and using hearing aids outweigh the costs associated with it, e.g., improved hearing, improved quality of life, and increased participation in activities of daily living.	<i>Yes hearing aids expensive and hard get used to it but the quality of life gets better when you can hear (P228, 49 yrs., male)</i>
High cost of HAs in general (i.e., OTC or prescription HAs)	Participants reported the high cost of hearing aids in general as a barrier to uptake. This could refer to prescription or OTC devices. Participants also described the high cost being the reason for delayed uptake.	<i>Cost was a major reason why I delayed getting hearing aids (P138, 65 yrs., female)</i>
Not covered by insurance	Participants reported the lack of medical insurance coverage as a barrier to hearing aid uptake.	<i>The cost of hearing aids is a MAJOR financial burden and medical insurance does not assist (P300, 47 yrs., female)</i>

Cost-benefit concern	Participants reported being concerned that the cost of hearing aids will not justify their perceived benefits, e.g., despite paying a significant amount to purchase hearing aids still experiencing difficulty hearing.	<i>Doesn't matter, have paid thousands over the years and I still can't hear (P207, 65 yrs., female)</i>
Long-term and ongoing costs	Participants reported the long-term and ongoing costs, i.e., repair and replacement costs as a financial burden.	<i>Could not afford to replace even one (P386, 73 yrs., female)</i>
Seek professional support	Participants recommended seeking professional support before purchasing hearing aids, e.g., consulting with an audiologist or Ear-Nose-Throat specialist.	<i>Go to a professional audiologist and get tested and get an audiogram to determine your level of hearing loss before you buy (P70, 57 yrs., female)</i>
Do research before you buy	Participants recommended doing research before purchasing hearing aids, including looking for information online and on hearing aid manufacturer websites.	<i>Do a lot of research before you buy (P217, 80 yrs., male)</i>
Purchase new technology	Participants recommended purchasing the most current technology or upgrading hearing aids.	<i>Purchase the most current technology you can afford (P312, 63 yrs., female)</i>
Avoid OTC or cheaper hearing aids	Participants advised against purchasing OTC or cheaper hearing aids.	<i>Don't try to diagnose yourself and buy hearing aids online or over the counter – you will most likely waste money (P275, 81 yrs., male)</i>
Seek financial support	Participants recommended seeking financial support, such as finance or grant funding options.	<i>My recommendation for others who are starting to have hearing problems are to seek out professional assistance with financing if needed (P300, 47 yrs., female)</i>
Do a hearing aid trial before you buy	Participants recommended doing a hearing aid trial before purchasing hearing aids. This may have included asking for a demonstration or trying different brands to find the right fit.	<i>Be sure to try first (P92, 76 yrs., male)</i>

OTC = Over-The-Counter, HA = Hearing Aid

OTC Hearing Aid Users

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Affordability of OTC HAs	Participants reported the affordability of OTC hearing aids as an enabler for hearing aid uptake.	<i>I was very happy with the product and it was more affordable than the co-pay my insurance required. (P651, 73 yrs., male)</i>
Payment plan	Participants reported the payment plan offered by Lexie as an enabler for hearing aid uptake.	<i>Having small monthly payments sold me on the deal with Lexie! (P500, 29 yrs., female)</i>
Cost-benefit	Participants described the cost-benefit of hearing aids, as they felt that the benefits of purchasing and using hearing aids outweigh the costs associated with it, e.g., improved hearing, improved quality of life, and increased participation in activities of daily living.	<i>They're too expensive but at least with them I can hear (P521, 55 yrs., female)</i>
High cost of HAs in general (i.e., OTC or prescription HAs)	Participants reported the high cost of hearing aids in general as a barrier to uptake. This could refer to prescription or OTC devices. Participants also described the high cost being the reason for delayed uptake.	<i>Could not really afford them (P523, 72 yrs., male)</i>
Expense of prescription HAs	Participants specifically mentioned the expense of prescription hearing aids as a barrier.	<i>Bought a \$3000.00 set of hearing aids from an audiologist that lasted about two years and quit working. Too expensive to replace (P682, 64 yrs., male)</i>
Replacement cost of prescription HAs	Participants specifically mentioned the replacement cost of prescription hearing aids as a barrier.	<i>But when I lost one..... the cost to replace it had gone up so much I still couldn't afford to do it (P630, 74 yrs., female)</i>
Not covered by insurance	Participants reported the lack of medical insurance coverage as a barrier to hearing aid uptake.	<i>Getting the hearing aids was not a big issue except for the cost as my insurance does not cover them (P668, 57 yrs., female)</i>
Cost-benefit concern	Participants reported being concerned that the cost of hearing aids will not justify their perceived benefits, e.g., despite paying a	<i>I was also concerned that I would spend a large amount of money and they would not help me (P487, 41 yrs., female)</i>

	significant amount to purchase hearing aids still experiencing difficulty hearing.	
Do research before you buy	Participants recommended doing research before purchasing hearing aids.	<i>Search for right hearing aids for you, your hearing and your budget (P482, 66 yrs., female)</i>
Purchase new technology	Participants recommended purchasing the most current technology or upgrading hearing aids.	<i>I upgraded them because the technology advanced a lot in a year (P672, 51 yrs., male)</i>
Avoid cheaper hearing aids	Participants advised against purchasing cheaper hearing aids.	<i>First one was cheap crap with poor sound quality (P678, 72 yrs., male)</i>
Do a hearing aid trial before you buy	Participants recommended doing a hearing aid trial before purchasing hearing aids.	<i>Execute a free trial and see if aids help (P724, 83 yrs., male)</i>

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