



## Hearing Loss Association of America Delaware Chapters

**HLADE FACT SHEET # 17**

**[www.hlade.org](http://www.hlade.org) or (302) 292-3066**

### **CAPTEL PHONE INFORMATION AND INSTRUCTIONS**

The absolutely FREE phone is available for individuals who have some degree of hearing loss and/or has difficulty hearing and understanding on the telephone. Some phones are for people who also have hearing and vision loss. CapTel phones are paid for by the FCC. The Federal Government endorses CapTel Captioned Telephone because our phone align nicely the recommendations in the ADA (Americans with Act) as accommodations must be provided for individuals with hearing loss. CapTel does that exactly!

Customers will need to visit their primary physician or an audiologist to verify there is some degree hearing loss. The Third Party Certification Form (attached) needs to be completed by the physician. The person or certifying audiologist will then forward the documentation to Accounts Coordinator by mail, fax, email or scanning who ensures within 24/48 hours there's a scheduled appointment with the customer. Mr. Eric Drain is the area technician who is responsible for the installation and training on the CapTel device.

There is **no fee** for the phone, installation, equipment and there will **never** be a charge on the customer's phone bill, insurance and/or Medicare/Medicaid. This program is a US Government Funded Program. For more information on Captel, see <http://www.captel.com/how-it-works.php>



**FOR INFORMATION, CERTIFICATION FORMS AND QUESTIONS ON CAPTEL PHONES, CONTACT:**

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