



Hear now. And always

**The Cochlear™ Nucleus®
Implant System**

Cochlear gives you more than hearing.
We give you hope.

Hope to hear the big and little things in life.

Hope to connect with the people
you love and life's experiences.

We provide this hope through
innovative hearing implant solutions,
our personalized service,
and our commitment to help you

Hear now. And always



Dianne – Nucleus recipient

Inspired by your journey

Better hearing can help provide you with the opportunity to reach your full potential. Whether you have lived with hearing loss for years and relied on hearing aids, or you or your loved one has received a recent diagnosis, selecting the best hearing treatment can help you enjoy more of what you love. Cochlear is driven by delivering products, services and care solutions that make a genuine difference in the moments that matter.



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Chapter 1:

Hearing loss and solutions

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Hearing loss and solutions

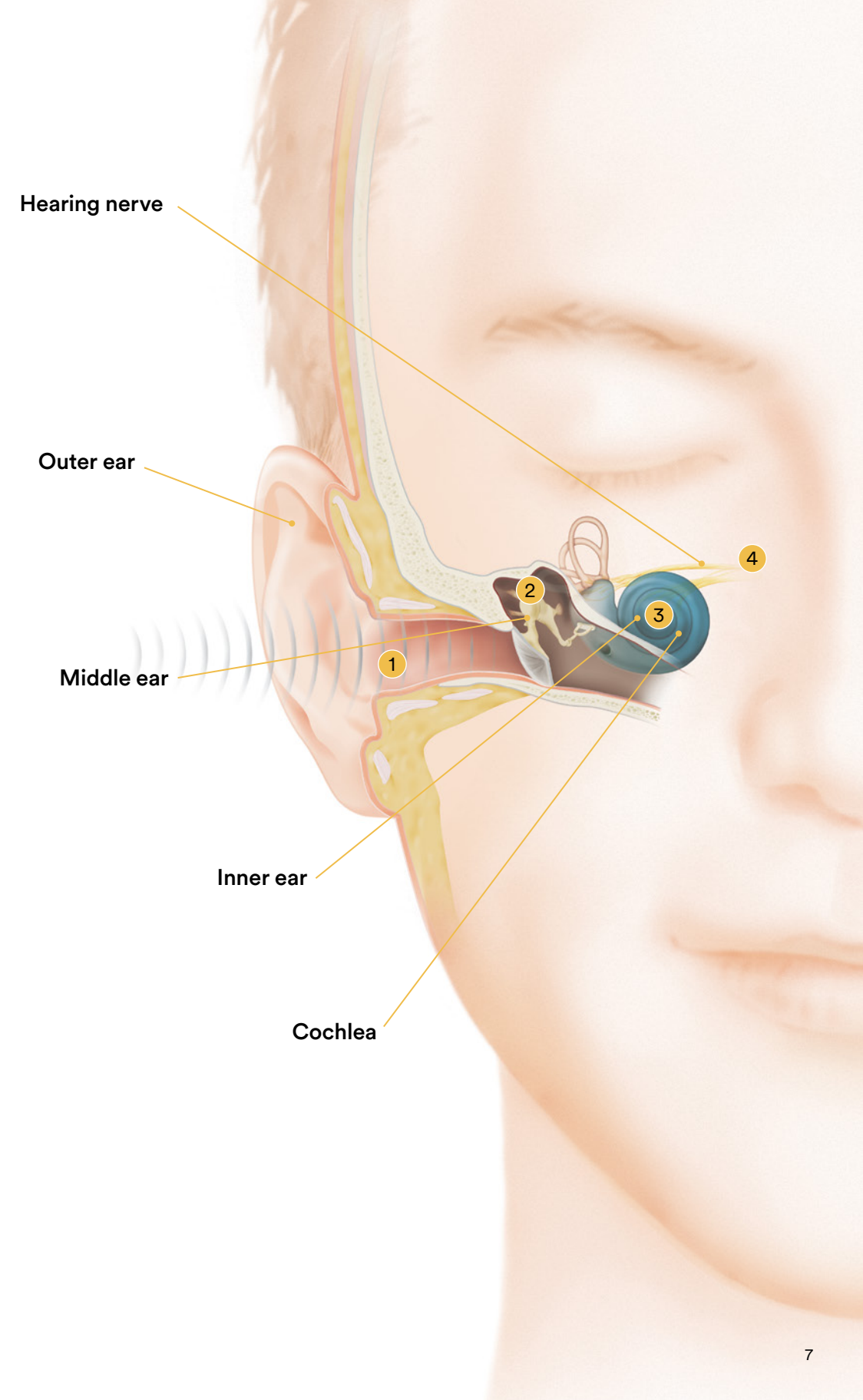
The first step in understanding the treatment options available to you is to learn more about how hearing works and the types and degrees of hearing loss. The most appropriate treatment option for you is based on your type and degree of hearing loss.

How hearing works

Hearing is the process of sound traveling through the outer, middle and inner ear. Although sound enters through the ear, it is interpreted by the brain. This means you hear with your ears and your brain. Each part of the ear plays an important role in transmitting sound. If there is a problem anywhere in the process, the result may be hearing loss.

How natural hearing works

- 1 Sound travels down the ear canal to the eardrum.
- 2 The movement of the eardrum makes the tiny bones in the middle ear vibrate.
- 3 These vibrations are transmitted to the inner ear (cochlea).
- 4 Tiny sensory hair cells in the inner ear pick up the vibrations and transmit signals to the hearing nerve that sends the signals to the brain where they are interpreted as sound.



Types of hearing loss

Sensorineural hearing loss – occurs when the inner ear or hearing nerve is damaged or not working properly. This type of hearing loss is permanent and can be genetic or caused by diseases, exposure to noise, certain kinds of medication or the aging process.

Conductive hearing loss – occurs when sound is not passing through the outer or middle ear to reach the inner ear. This can be due to a blockage such as wax buildup, an ear infection or other factors.

Mixed hearing loss – a combination of a conductive and sensorineural hearing loss.

Degrees of hearing loss

Mild hearing loss – you may hear conversations, but soft sounds are hard to hear, such as a whisper or the consonants on the end of words like “shoes” or “fish.”

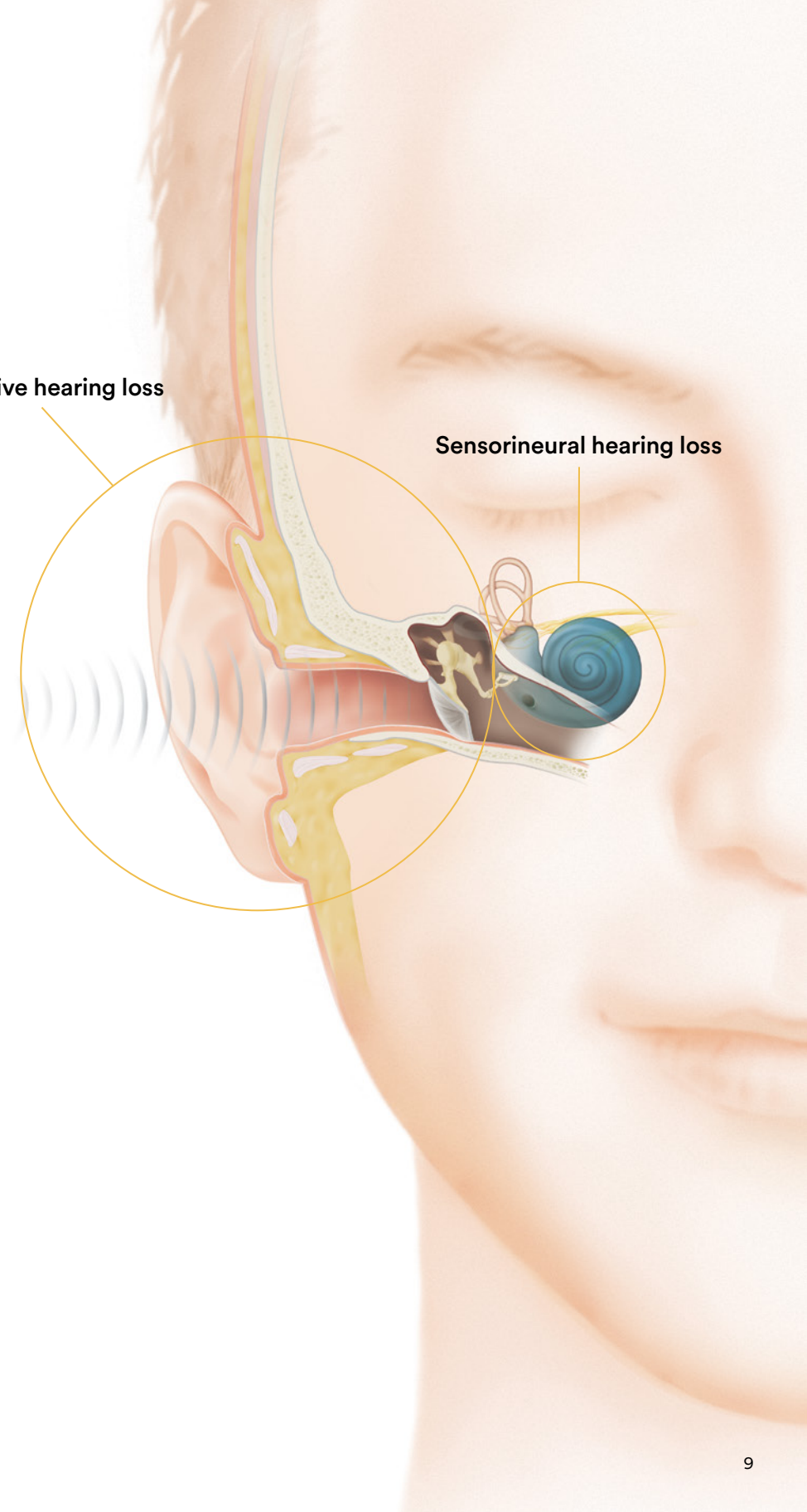
Moderate hearing loss – you may hear another person speaking at a normal level but will have difficulty understanding what is said. You might hear the vowels within a sentence but not the consonants. This makes sentence comprehension difficult because words can sound muffled or incomplete.

Severe hearing loss – you may hear some of what a person is saying at a normal level or nothing at all. You may hear only a very loud sound, such as a car horn, but it might not be startling in the same way it may be to a person with normal hearing.

Profound hearing loss – you do not hear conversations. You may be able to hear very loud sounds, and you will likely feel the vibrations of the loudest of sounds.

Conductive hearing loss

Sensorineural hearing loss

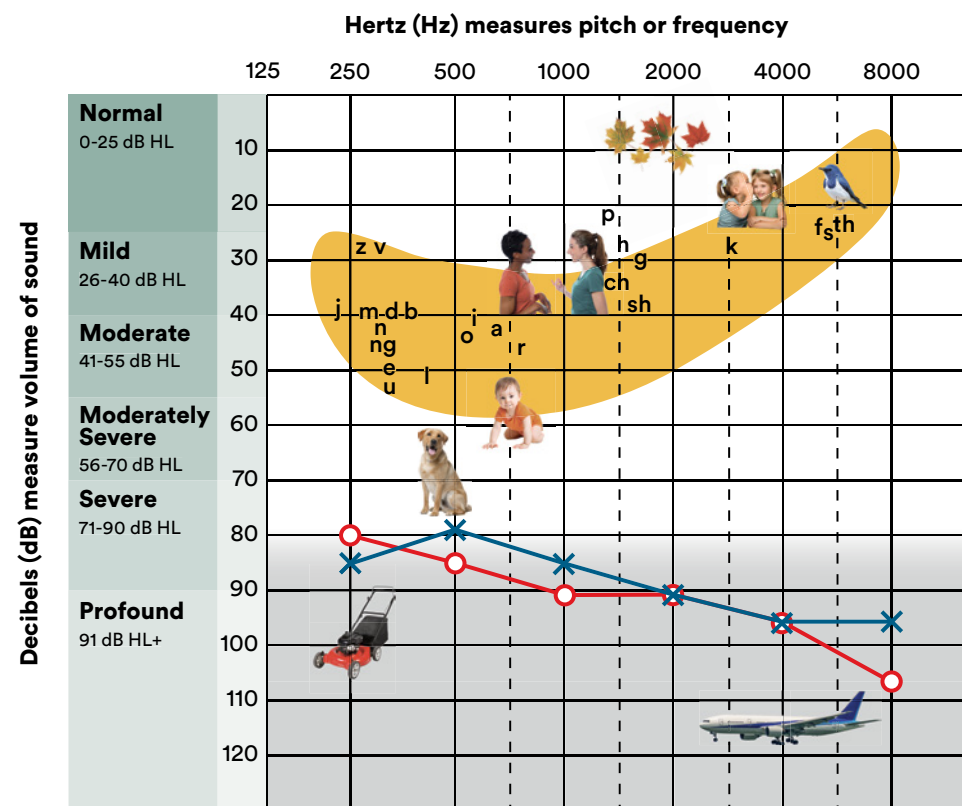




Mary Jane – Nucleus recipient

Understanding the audiogram

An audiogram is a chart that shows the softest sounds you hear, called hearing thresholds, when you have a hearing test. Pitch, also known as frequency, is measured in hertz (Hz), and the volume of sound is measured in decibels (dB). The pictures and letters represent the sounds a hearing person can normally hear at different volume and pitch levels. Normal hearing is the ability to detect sound across a range of high and low pitches at a volume level of 25 dB or better.



This audiogram illustrates a severe to profound hearing loss in both ears.

- Your audiologist will plot your hearing loss using ○ in red for the right ear and X in blue for the left ear.
- The pictures represent sounds at typical volume and frequency levels.
- The yellow highlighted area is known as the “speech banana”; consonants and vowels are spoken at frequencies that fall within this area.
- Access to “speech banana” sounds are required to hear and understand conversations.
- In this example, sounds that fall within the white area cannot be heard without a hearing device.

Hearing aids versus cochlear implants

Hearing aids

Hearing aids are electronic devices worn in or behind the ear that capture sound and make it louder by using amplification. They are typically a solution for those who have mild to severe hearing loss and have some remaining healthy sensory cells in the inner ear that can transmit sound to the brain. If you can hear with a hearing aid but not able to understand what is being said, another solution may be more appropriate to provide the clarity needed to understand some sounds, including speech.

Cochlear implants

Cochlear implants are surgically implanted medical devices that help adults with moderate to profound hearing loss in one or both ears. Cochlear implants are designed to replace the function of healthy sensory cells in the inner ear and restore access to the sounds you are missing using electrical impulses to transmit sound through the inner ear to the hearing nerve.

Hearing aids help to amplify sound, while cochlear implants may provide increased clarity of the sounds.

Selecting the most appropriate hearing technology is critical to your hearing success.

For some, hearing aids may be an effective option to treat hearing loss. However, as hearing loss progresses, it may become difficult to understand conversations, even when using powerful hearing aids. This is when a cochlear implant may be a more effective solution to provide access to clearer sound.

Signs that your hearing aids may not be providing enough benefit

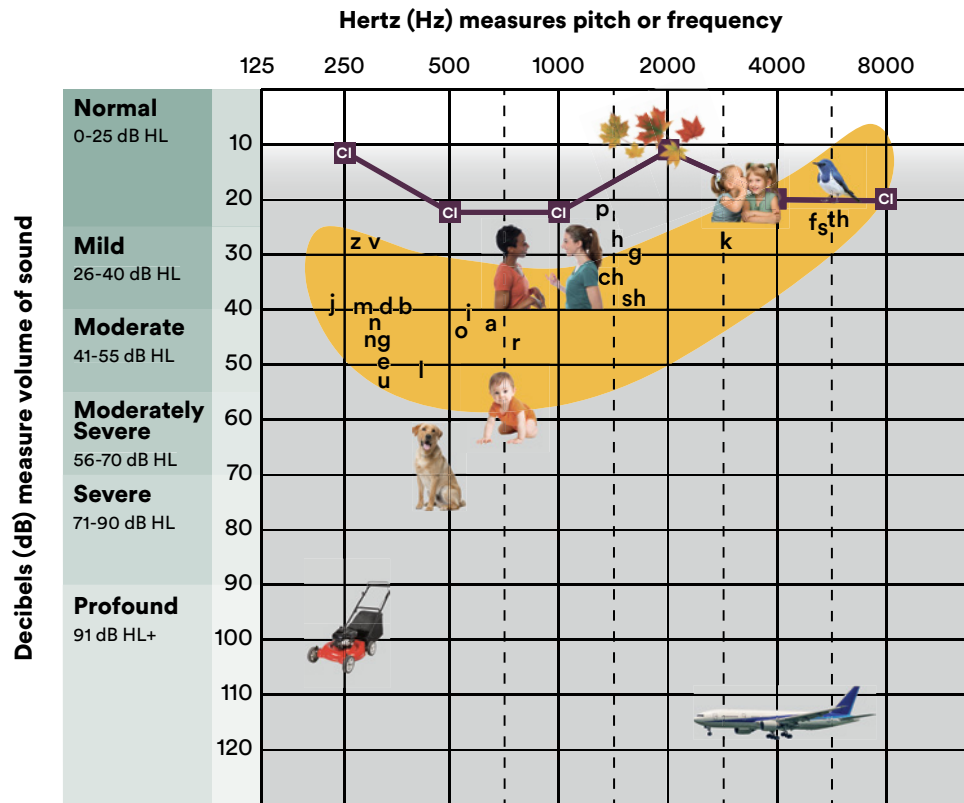
Do you:

- Have difficulty understanding conversations, especially in background noise?
- Frequently ask people to repeat themselves?
- Often misunderstand what people say?
- Have trouble hearing on the telephone?
- Turn up the volume on the TV louder than others in the room prefer?
- Feel people mumble when they talk?
- Struggle to hear birds chirping or rain falling?
- Find yourself agreeing, smiling or nodding during conversations when you are not sure what has been said?
- Withdraw from conversations because it's too difficult to hear?
- Rely on reading lips to understand what people are saying?
- Only hear out of one ear?

If you answered yes to any of these questions, a cochlear implant may be able to help you hear and understand conversations better.

Benefits of a cochlear implant

01. Access to sounds



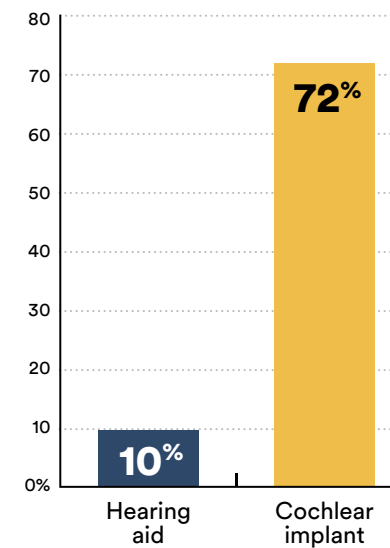
The sample audiogram above indicates sounds you may have access to with a cochlear implant.

- In this example, sounds below the **CI** line, as indicated with the gray shaded area, can be heard with a cochlear implant.
- The pictures represent sounds at typical volume and frequency levels.
- Consonants and vowels are spoken at frequencies in the spectrum of sound that fall within the yellow highlighted area, also known as the “speech banana.”

02. Better hearing outcomes

Hearing your friends and family in noisy situations is especially difficult for those with hearing loss. Now you don't have to miss out on those important conversations. In fact, adult cochlear implant users demonstrated a significant improvement in hearing in noise when compared to their hearing aid performance.¹

Hearing in noise accuracy (on average at 60 dB)¹

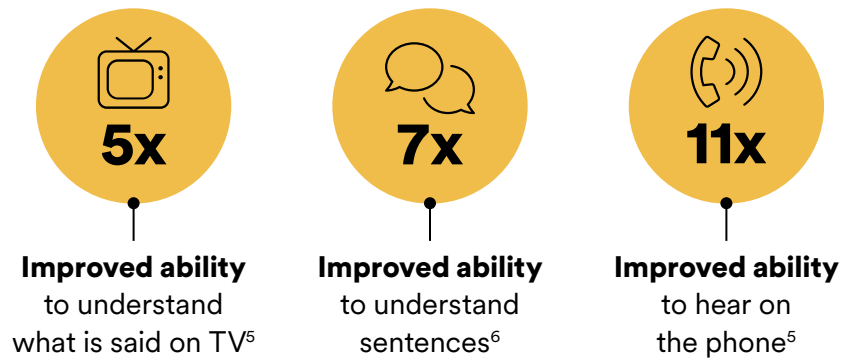


03. Lifestyle benefits of cochlear implants

Decades of proven success and research show that cochlear implants can help improve:

- Speech understanding, sound clarity and language skills²
- Hearing in noise³
- Quality of life³
- Employment opportunities⁴

Studies show that compared to two hearing aids, adults with cochlear implants experienced:



04. Improved health and keeping your mind sharp

You do not need to wait until you lose all your hearing to benefit from a cochlear implant. You may hear better, sooner and experience health benefits with improved hearing outcomes. In fact, studies have shown that people with cochlear implants:

- Experience less fatigue after long periods of listening⁷
- Experience better sound localization⁷

It is important that you have realistic expectations of the benefits of a cochlear implant. It will take commitment, patience and support.



Patt – Nucleus recipient

Insurance coverage for a cochlear implant

Unlike hearing aids, cochlear implants are typically covered by Medicare* and Medicaid.** They are also covered by most insurance plans.† Contact your insurance company or local Hearing Implant Specialist to determine coverage which may vary based on your specific insurance plan.

Need help determining if a hearing implant is covered by your insurance plan? Review this chart to see a breakdown of coverage by policy type.

	Private insurance	Medicaid	Medicare
Cochlear implant systems	Covered by most insurance plans†	Typically covered**	Typically covered*
Hearing aids	Generally not covered**	Typically covered**	By law are not covered in traditional Medicare. Coverage may be available in certain Medicare Advantage Plans.

For candidates residing in Canada, you should contact your local hearing implant center to determine coverage. The cost of a hearing implant may be covered by your provincial and territory health insurance plan. Every health insurance plan is different. Coverage varies by each province and territory, the type of hearing implant you may need and your hearing loss.



For more detailed information about insurance coverage go to page 97 of this guide.

For additional insurance information and resources, visit www.cochlear.com/us/insurance.



“I honestly consider this (cochlear implant surgery) now a fairly minor operation. It’s outpatient. They come in, have it done and go home the same day.”

Dr. Kelsall – Cochlear implant surgeon

Cochlear implant surgery

Even though surgery is required for a cochlear implant, the long-lasting benefits can be life changing. Cochlear implant surgery is an outpatient procedure that is considered fairly routine and straightforward.

- The surgery usually lasts up to two hours per ear
- Patients often go home the same day
- After a couple days of recovery, most people are back to their normal routine

The procedure is considered safe, but like with any surgery, there are risks.



For more information on what happens during cochlear implant surgery:

- Visit www.cochlear.com/us
- Speak with your Hearing Implant Specialist
- Go to page 101 of this guide

* Covered for Medicare beneficiaries who meet CMS criteria for coverage.

** Coverage for adult Medicaid recipients varies according to state-specific guidelines.

† Contact your insurance company or local Hearing Implant Specialist to determine your eligibility for coverage.

†† Coverage of hearing aids may be an option under some plans.

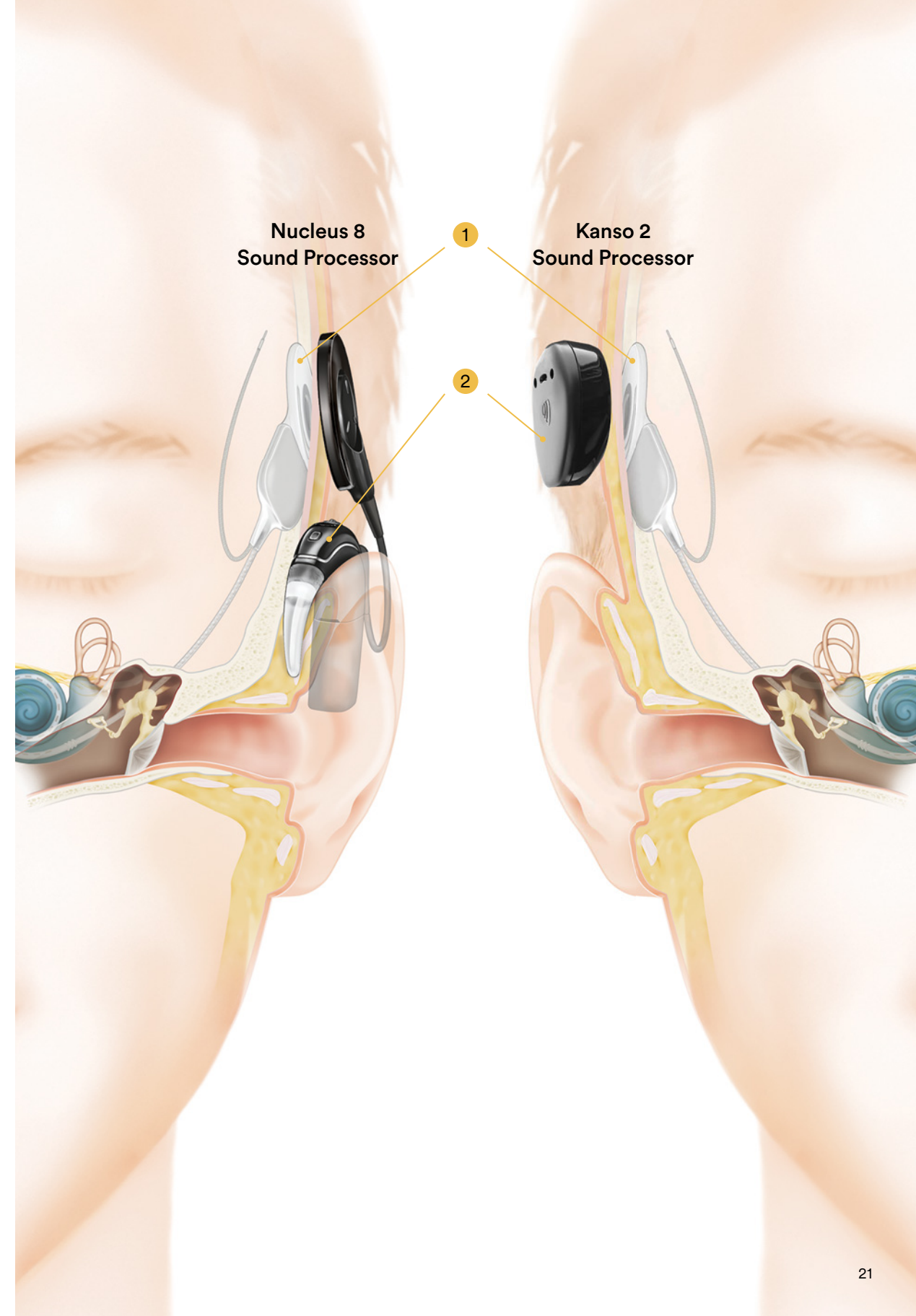
The Cochlear™ Nucleus® Implant System

The Cochlear™ Nucleus® Implant System offers a range of unique features designed to meet your needs and provide you with unparalleled hearing performance.

How a cochlear implant works

There are two parts to a cochlear implant system:

- 1 The cochlear implant**
The first part is the implant which is an electronic device designed to help restore access to hearing. It is located under the skin and attached to an electrode that is placed in the inner ear.
- 2 The sound processor**
The second part is the sound processor which is worn either behind-the-ear (Nucleus 8 Sound Processor) or off-the-ear (Kanso 2 Sound Processor). The sound processor is equipped with two microphones that pick up sound, the sound is converted digitally and sent through the electrode to the hearing nerve. The hearing nerve sends these signals to the brain where they are interpreted as the sounds from the world around you.



Scot – Nucleus recipient

My hearing loss was a gradual thing. In 2008 I invested in my first set of hearing aids, and that helped for a little bit of time. I was able to hear conversations around the dinner table, but a few years later, I just noticed it was getting harder and harder to hear. At that point I could not find a set of hearing aids that would help me. I was struggling at work, struggling around the dinner table, and found myself getting further out of touch with everyone. I was not enjoying music anymore and certainly could not go out to a restaurant because I struggled so much.

Chris was the main influence for the cochlear implant. I started seeing a hearing specialist and we started exploring Cochlear. I finally thought “If I’m going to live my life, I had to do something” and Chris convinced me. It is a huge commitment, but I could not imagine what was going to happen. It does not seem like what has happened with my hearing implant is even possible, the technology is amazing. “Look at me I can hear now.”

It was so much easier than I thought it would be. I have the Cochlear™ Nucleus® 8 Sound Processor. It is comfortable, and I don’t even realize it’s there at all. Now with my iPhone I can change the volume and put on the Mini Mic. I see progress on a weekly basis. I can’t wait to see what technology Cochlear offers in the future.

It is those little things that I’ve been missing for so long, and Cochlear opened up my life again and has helped me immensely. I am excited for the future and to go out and be with people. It is going to be fun growing old now being able to hear again.

* The Cochlear Nucleus 8 Sound Processor is compatible with Apple and Android devices, for compatibility information visit www.cochlear.com/compatibility.



Scot – Nucleus recipient



Cochlear Hybrid™ Hearing

The Cochlear Hybrid Implant System uses a unique electrode* that is designed to preserve the natural hearing you have before surgery. The Hybrid Implant System is approved for those with severe to profound high-frequency hearing loss.



For more information on the Nucleus Sound Processor with Hybrid™ Hearing go to page 34 of this guide.

* The Hybrid L24 Implant is approved in the U.S. only for unilateral use in adults 18 and older.

Bimodal hearing (hearing aid + cochlear implant)

Discover more natural hearing,⁸ improved speech understanding^{7,9-11} and perception of music¹² when you combine the benefits of a hearing aid in one ear and a cochlear implant in the other. Your ears work as a team, so using both ears can help the brain to process and understand sounds better than using just one ear.

Cochlear Sound Processors can be worn with any hearing aid, so no matter what hearing aid you're using, you'll have the potential to hear with both ears.



For more information on the benefits of bimodal hearing and smart bimodal hearing go to page 36 of this guide.

Bilateral cochlear implants (two cochlear implants)

If your hearing loss has progressed in both ears to where a bimodal configuration is not helping you, bilateral cochlear implants may be a good solution to help you hear your best. Whether it is with one cochlear implant or two, hearing sound in both ears is important to provide your brain with enough stimulation to understand conversations and communicate effectively.



Chapter 2:

Cochlear™ Nucleus® Sound Processors

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Cochlear™ Nucleus® Sound Processors

Nucleus Sound Processors are designed to provide your best hearing experience in any situation. Whether you prefer a sound processor that sits behind-the-ear or off-the-ear, you can experience the comfort of the world's smallest sound processors.¹ Equipped with the latest technology that helps you hear your best in different situations, so you can enjoy a world of possibilities.²⁻⁷

Cochlear™ Nucleus Sound Processors advanced technology features include:

- Direct streaming from your smartphone*
- Control of your hearing experience from your smartphone
- Ability to engage with your clinic remotely using the Nucleus Smart App**
- Dual microphones that help filter out background noise in everyday environments
- Automatic sound processing to hear better in noise
- Data logging to provide key usage information to you and your audiologist
- Built-in True Wireless™ technology to help you hear more clearly without neck worn loops or wires
- Durability with a high water resistant rating, plus waterproof accessories to fit with your active lifestyle

* For compatibility information, visit www.cochlear.com/compatibility.

** The Nucleus Smart App is available on the App Store and Google Play. For compatibility, visit www.cochlear.com/compatibility.



Cochlear Nucleus 8
Sound Processor



Cochlear Nucleus Kanso 2
Sound Processor

Nucleus® 8 Sound Processor Smaller, smarter, better connected

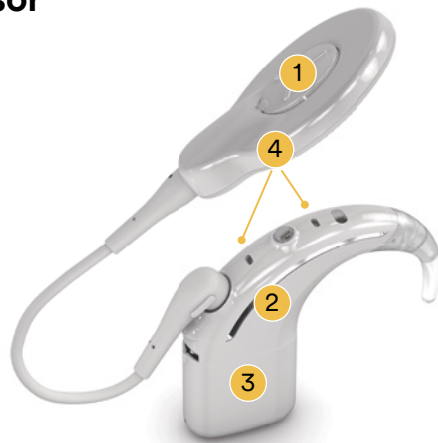
The Nucleus 8 Sound Processor is the smallest and lightest behind-the-ear solution available.¹ Designed to make communicating with people easier, the Nucleus 8 Sound Processor delivers our latest hearing technology which automatically adjusts to your listening environment.⁸⁻¹¹ Ready for next-generation Bluetooth* connectivity, it's easier to bring sound to you—in more places and from more devices than ever before.²⁻⁴

Smaller, smarter and better connected, the Nucleus 8 Sound Processor opens up a world of possibilities¹⁻⁴ with our latest in innovation featuring:

- Sound processing technology enhancements using SmartSound® iQ 2 with SCAN 2**
- Ready for next-generation Bluetooth® LE Audio technology
- Improved ForwardFocus†

Nucleus 8 Sound Processor

- 1 Coil with Magnet
- 2 Sound Processor
- 3 Battery
- 4 Dual Microphones



* As Bluetooth LE Audio compatible devices become available, a sound processor firmware update will be required to use certain features.

** It is recommended that SNR-NR, WNR and SCAN be made available to any recipient, ages 6 and older, who is able to 1) complete objective speech perception testing in quiet and noise in order to demonstrate and document performance and 2) report a preference for different program settings.

† ForwardFocus can only be enabled by a hearing implant specialist. It should only be activated for users 12 years and older who are able to reliably provide feedback on sound quality and understand how to use the feature when moving to different or changing environments. It may be possible to have decreased speech understanding when using ForwardFocus in a quiet environment.



Nucleus Kanso[®] 2 Sound Processor

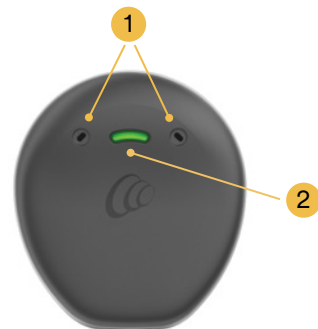
Smart has never been so simple

The Kanso 2 Sound Processor is the smallest and lightest rechargeable off-the-ear solution^{7,12} available that has built-in technology offering direct streaming, control and connectivity with a compatible Apple or Android device.* It is designed for simplicity with an auto on/off feature, or you can just tap the sound processor to turn it on and off; no buttons to push.

The Kanso 2 Sound Processor features an innovative, built-in rechargeable battery that provides the convenience of helping you hear your best all day and on the go, while delivering proven hearing performance.^{8,13-15}

Nucleus Kanso 2 Sound Processor

- 1 Dual Microphones
- 2 Indicator Light



Guy – Nucleus recipient

* For compatibility information, visit www.cochlear.com/compatibility.

Nucleus 8 Sound Processor with Hybrid™ Hearing

Cochlear Hybrid Hearing** amplifies your low-frequency hearing using an acoustic component that can be attached to the Nucleus Sound Processor, while the Cochlear Nucleus Implant restores access to the sounds you could not hear before surgery. Together, they work to provide a richer, more natural hearing experience.

For those who are diagnosed with normal to moderate low-frequency hearing loss but severe to profound high-frequency hearing loss before surgery, the Hybrid Implant System may be a solution. The Hybrid System features the first FDA-approved electrode for preserving hearing.*

The results of the Hybrid Implant System can be:

- Improved hearing satisfaction¹⁶
- Improved hearing in noise¹⁶
- Improved sound quality¹⁶
- Improved music appreciation¹⁶
- Improved speech understanding¹⁶

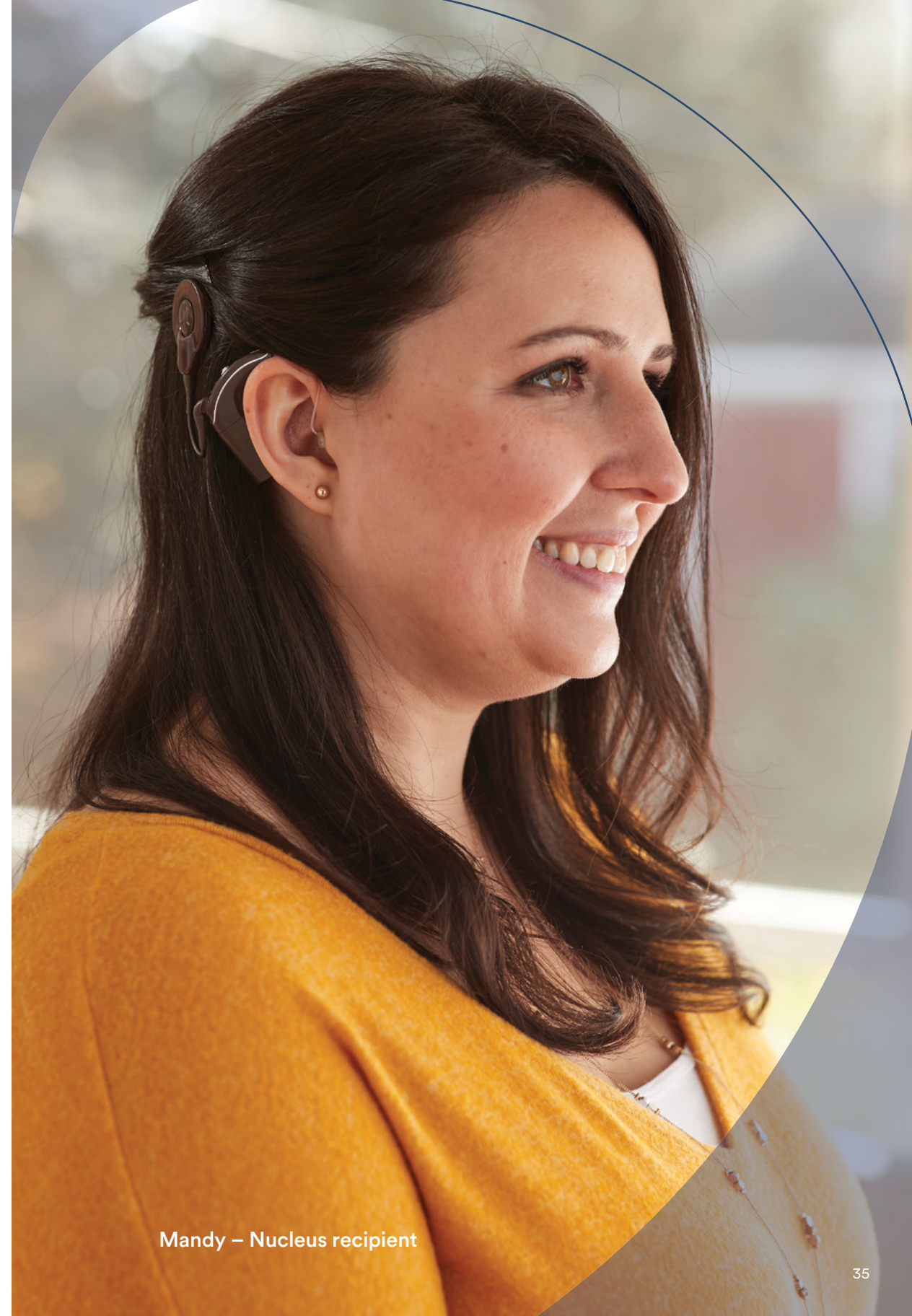
Nucleus 8 Sound Processor with Hybrid Hearing

- 1 Sound Processor
- 2 Acoustic Component



* The Hybrid L24 Implant is approved in the U.S. only for unilateral use in adults 18 and older.

** The acoustic component should only be used when behavioral audiometric thresholds can be obtained and the recipient can provide feedback regarding sound quality. The Hybrid L24 Implant is approved in the U.S. only for unilateral use in adults 18 and older.



Mandy – Nucleus recipient

Benefits of bimodal hearing

The natural combination

Discover more natural hearing¹⁷, improved speech understanding¹⁸⁻²¹ and perception of music²² when you combine the benefits of a hearing aid in one ear and a cochlear implant in the other. Your ears work as a team, so using both ears can help the brain to process and understand sounds better than using just one ear.

Cochlear Sound Processors can be worn with any hearing aid, so no matter what hearing aid you're using, you'll get the benefits of hearing with both ears. Delivering a better hearing experience, a bimodal solution can help you locate where sound is coming from, enhance your music appreciation, and enjoy an improved quality of life than with hearing aids alone.²³⁻²⁴

The smarter pair

Discover exciting new ways to connect with your world when you pair a Nucleus 8 Sound Processor with a compatible ReSound hearing aid.* Using these two devices, our smart bimodal hearing solution is designed to offer an improved hearing experience. Twice as many Cochlear and ReSound bimodal users find it easier to hear in noisy environments compared to users of other bimodal solutions. If you need to adjust your volume or change programs, you can use the same Nucleus Smart App to manage both of your compatible hearing devices* to help you achieve the best possible hearing experience. The Nucleus Smart app helps you discreetly and conveniently manage your compatible hearing devices,* so you can enjoy the benefits of bimodal hearing wherever you are.²³

Ready for next-generation Bluetooth connectivity, your smart bimodal solution will make it easy to simultaneously stream sound to both ears—in more places and from more devices than ever before.^{2-4*} You'll be able to connect directly to what's being broadcast at public venues such as airports, conference centers and theaters that are Bluetooth Auracast™ enabled.^{25**} Experience the proven benefits of streaming audio directly to your sound processor.^{3, 26-28}

* For compatibility information and devices visit www.cochlear.com/compatibility and www.resound.com/compatibility.

** As Bluetooth LE Audio compatible devices become available, a sound processor firmware update will be required to use certain features. Auracast™ broadcast audio capability is subject to third party adoption of the Auracast protocol.

Using a smart bimodal hearing solution, you can color coordinate the Nucleus 8 Sound Processor with a compatible ReSound hearing aid.* With six different colors to choose from, you can express your personal style while you enjoy better hearing.



How bimodal hearing works

- 1 Cochlear implant system provides sound clarity.²⁴
- 2 Hearing aid amplifies sound to provide balance and depth.²⁴
- 3 Your brain combines the information from both ears, so that you have a clearer, richer and more natural hearing experience.²⁴



Smart Hearing Alliance Partners

Connect with the moments that matter

All Cochlear Nucleus Sound Processors come equipped with built-in Bluetooth technology that lets you stream sound directly from a compatible Apple²⁹ or Android device* without the need for any attachments to the sound processor. This means that you can stream your favorite movies, TV shows, music and more, directly to your sound processor without sacrificing size, comfort or battery life.



Discover new ways to connect and explore your world with the Nucleus 8 Sound Processor

Ready for next-generation Bluetooth[®] LE Audio, it will be even easier to bring sound to you—in more places and from more devices than ever before.²⁻⁴ You'll be able to connect directly to what's being broadcast at public venues such as airports, conference centers and theaters supporting Bluetooth Auracast[™].** Whether you're listening to music, taking a phone call, or watching your favorite film, Bluetooth LE Audio will deliver better sound quality to help you get the best available audio experience.^{2†}

* For compatibility information, visit www.cochlear.com/compatibility.

** As Bluetooth LE Audio compatible devices become available, a sound processor firmware update will be required to use certain features. Auracast[™] broadcast audio capability is subject to third party adoption of the Auracast protocol.

† When compared to previous generation Bluetooth Classic.

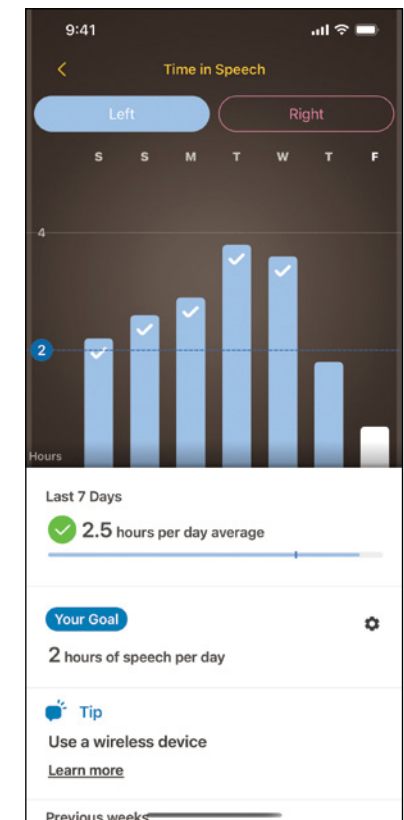
Nucleus Smart App

Convenient care from anywhere

No two days are ever the same but with the Nucleus[®] Smart App* you can conveniently adjust your hearing settings to best suit your situation. Set daily goals for listening to speech and use Hearing Tracker to check how long you spend in different listening environments. With our Remote Care^{**} solutions, you can save yourself a trip to the clinic.³⁰ Connect with your hearing health professional or do a video appointment from the comfort of your home. For added peace of mind, the Find My Processor feature can help to locate a misplaced device.³

With the Nucleus Smart App, you can quickly and easily:

- Access personalized use information with Hearing Tracker
- Change programs or volume and check battery life
- Get help finding your sound processor if you misplace it
- Start wireless streaming
- Fine tune your hearing experience by adjusting bass, volume and treble
- Engage with your audiologist using Remote Care
- Access sound processor settings with the Apple Watch[®]
- Enable bimodal control to manage both your ReSound hearing aid and Cochlear[™] Sound Processors*



* The Cochlear Nucleus Smart App is available on App Store and Google Play. For compatibility information visit www.cochlear.com/compatibility

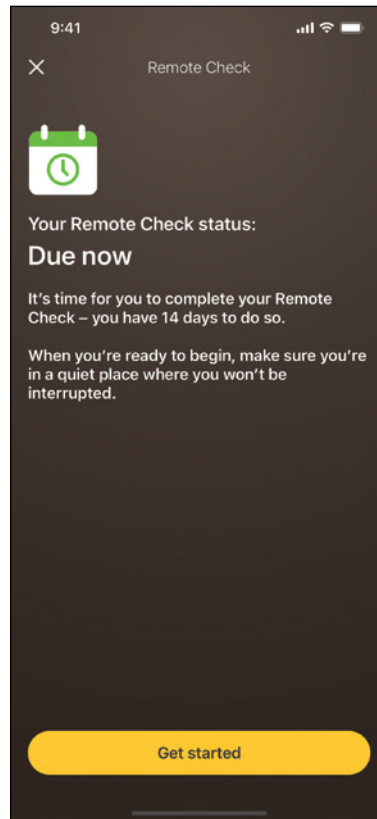
Cochlear™ Connected Care

The care you need, when you need it

Keeping your hearing at its best is a priority, so easy access to care is reassuring. Cochlear™ Connected Care offers convenient ways to connect you with your hearing health professional and manage your hearing in everyday life. With Remote Care* your clinician can monitor your progress and deliver quality care when it's needed, without a trip to the clinic.³⁰ Self-managed Care solutions empower you to build your listening skills and proactively manage your hearing in everyday moments.³¹⁻³²

Remote Check

Remote Check** is a service that can be provided by your audiologist. Remote Check is accessed through the Nucleus Smart App and allows your audiologist to check the status of your hearing through a series of tests and steps completed through the app. Once you have completed the steps, your results are sent securely to your audiologist who will determine if an in-person appointment is needed. This could save you time and money if an appointment is not mandatory.



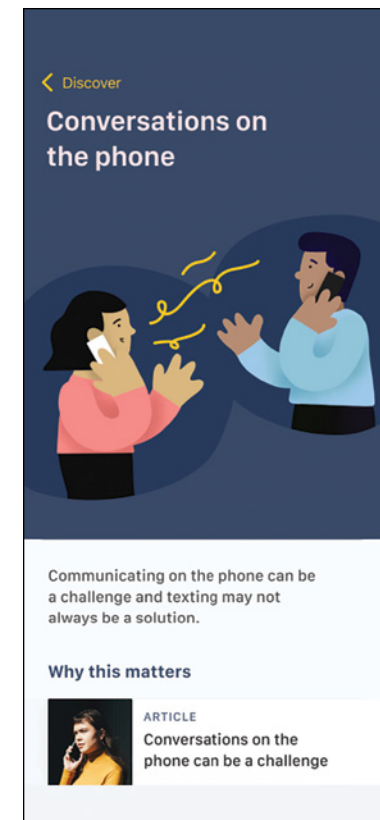
* Remote Care is not available in all markets and patient must have cellular or WiFi connection for use of Remote Care features.

** Remote Check is intended for ages 6 and older. The Remote Check feature is only visible and accessible if the feature is enabled by a clinician. Clinicians should consider the suitability of the feature before enabling Remote Check. Remote Check does not replace clinical care and does not involve remote programming of the sound processor.

CoPilot

Manage your hearing journey with tips and exercises in Cochlear CoPilot

A self-guided mobile app, Cochlear CoPilot is designed to help you reconnect with the world around you and get even more out of your cochlear implant.* Life is worth hearing, so Cochlear provides innovative tools and resources to help you practice to maximize your hearing potential.



* For complete smartphone compatibility information, please visit: www.cochlear.com/compatibility.

True Wireless™ technology

Compatible with all the Nucleus Sound Processors, our True Wireless technology helps you enjoy convenient and independent volume control so you can watch TV, chat on the phone, or participate with confidence at work or school. Stream audio wirelessly to your sound processor and get closer to the sounds that matter without the need for a compatible smartphone.³



Rudy – Nucleus recipient

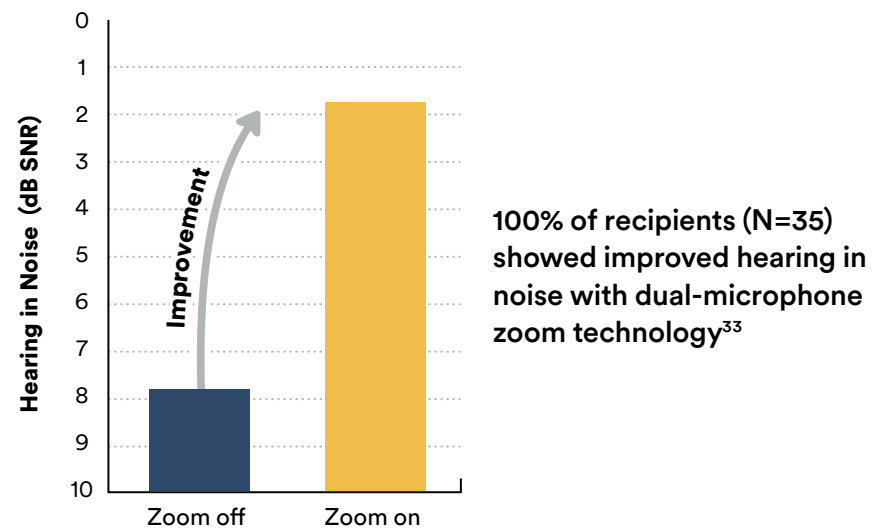
Sound processors that adapt to your world automatically

Our Nucleus Sound Processors feature dual-microphone and automatic sound processing technologies that are designed to make hearing easier based on where you are—especially in noisy environments.

Cochlear’s dual-microphone zoom technology helps to automatically filter out background noise and optimize your hearing experience. Two synchronized microphones work together to reduce background noise around you to help you hear better.

The chart below shows that with zoom on the effect of background noise is reduced, making speech more understandable in noise.³³

Hearing performance in noise comparison³³



Experience your best hearing

Hear your best no matter where you are, or where the day takes you with SmartSound iQ 2 with SCAN 2 technology. It senses changes in your environment and automatically adjusts your listening settings.⁸⁻¹¹ The improved ForwardFocus* feature powerfully reduces distracting background noise when you want to hear face-to-face conversations.^{6**}

SCAN technology automatic features



Speech in Noise
Have a conversation in noisy surroundings



Speech
Helps you hear speech more clearly



Noise
Hear comfortably in noisy situations



Wind
Hear comfortably in the windy outdoors



Quiet
Appreciate soft sounds in quiet environments



Music
Enjoy listening to the music you love

* ForwardFocus is a clinician-enabled feature that can be user-controlled or automated.

** Compared to Nucleus® 7 Sound Processor with ForwardFocus on.

Enjoy listening to music again

Music is powerful and plays an essential role in enriching the experiences in life—from birthdays and weddings to family game night. We want to help you enjoy the full range of music again.

The Smart Sound IQ* Music program is designed to enhance your musical experiences by filtering out unwanted noise in the same way natural hearing works. Resulting in an enhanced listening experience with less distracting background noise.

You can find tips, tools and resources for listening to music with a hearing device on our Bring Back the Beat webpage.

Visit www.cochlear.us/beat

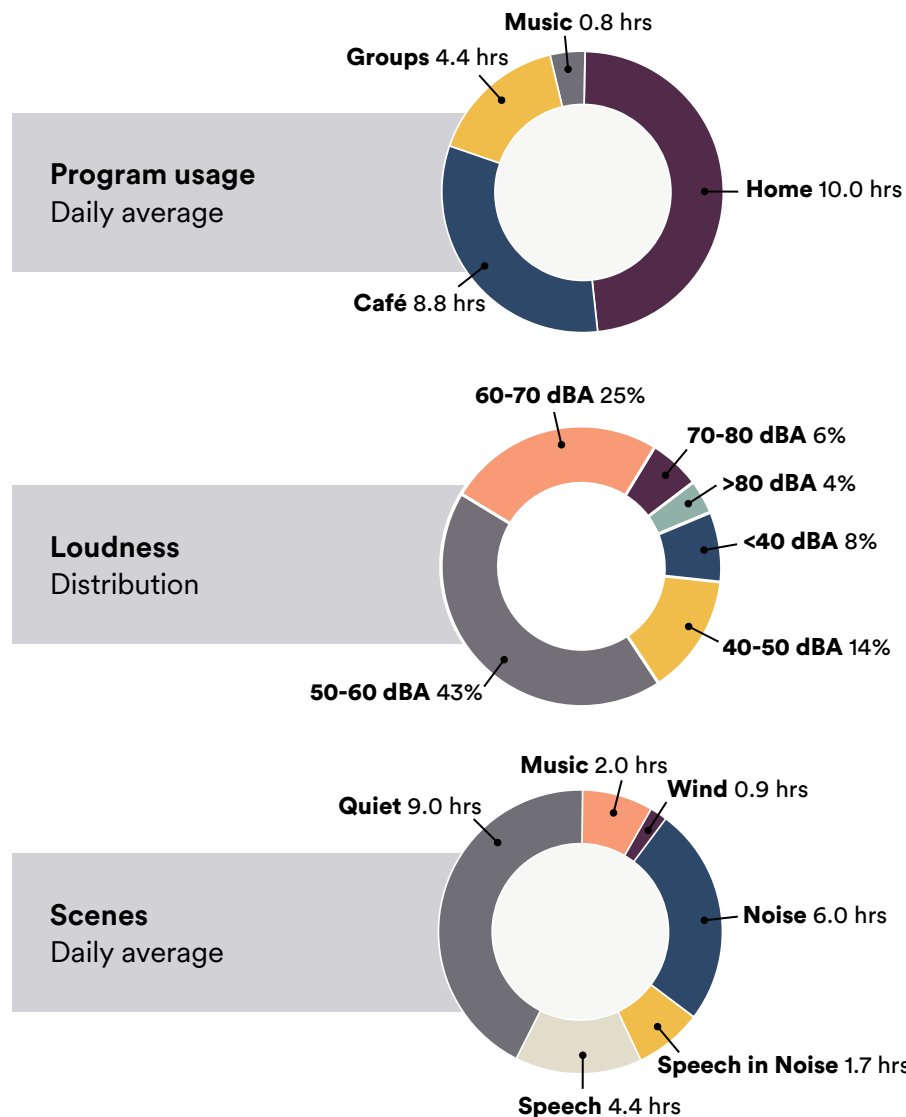
* SNR-NR, WNR and SCAN are approved for use with any recipient ages 6 years and older, who is able to 1) complete objective speech perception testing in quiet and in noise in order to determine and document performance 2) report a preference for different program settings.



Richard – Professional musician, Nucleus recipient

Data logging tracks device usage and provides key information to your audiologist

It can be difficult to remember all the details of your hearing experience with your Nucleus device. That's why the Nucleus 8 and Kanso 2 Sound Processors include innovative data logging technology, which records detailed usage information of your Nucleus System between visits with your audiologist. Your audiologist can review the data for trends to help them make adjustments so you hear your best.



Ready for your next adventure

Sound processors that are designed to be durable and protect against water and high humidity

We understand you may have concerns about your sound processor getting wet. Nucleus Sound Processors have an impressive water resistance rating,* making them sweat-proof and splash-proof, even in high humidity.

Whether you're on the sporting field, enjoying the great outdoors or at the gym, the Nucleus 8 Sound Processor is ready for your next adventure. Splash-proof and dust-proof, with the highest available water-resistance rating in a sound processor you can do more of what you love.³⁴ Add the Aqua+ so you can keep your sound processor protected while enjoying your favorite water activities.* And for extra peace of mind, choose from a range of optional retention accessories.

* The Cochlear Nucleus 8 Sound Processor is dust and water resistant to level IP68 of the International Standard IEC60529. The Nucleus 8 Sound Processor with Aqua+ is dust and water resistant to level of IP68 of the International Standard IEC60529 when you use a Cochlear Power Extend Rechargeable Battery Module or Cochlear Compact Rechargeable Battery Module. The Nucleus 8 Sound Processor with Aqua+ can be continuously submerged under water to a depth of up to 3 meters for up to 2 hours. The Aqua+ accessory should be used when participating in prolonged water activities. Refer to the relevant user guide for more information.

The Kanso 2 Sound Processor is dust and water resistant to level of IP68 of the International Standard IEC60529. The Kanso 2 Sound Processor with Aqua+ is dust and water resistant to level of IP68 of the International Standard IEC60529. This water protection rating means that the sound processor with the Aqua+ can be continuously submerged under water to a depth of up to 3 meters (9 feet and 9 inches) for up to 2 hours. The Aqua+ accessory should be used when participating in prolonged water activities.

Personalizing your Nucleus Sound Processor

Colors

The Nucleus 8 Sound Processor comes in a range of six color options to best suit your style – Black, Brown, Sand, Silver, Grey and White.

Nucleus 8 Sound Processor



The Kanso 2 Sound Processor comes in a range of five color options so you can choose the shade that best matches your hair color for the perfect blend.

Kanso 2 Sound Processor



Battery choices – Power through your day

The Nucleus 8 Sound Processor offers a selection of disposable or rechargeable battery options including Compact and Power Extend, so you can choose the best way to power your day.

Choices include:

- Compact and Power Extend rechargeable battery
- Standard disposable battery



The Kanso 2 Sound Processor has a built-in rechargeable battery that lasts up to 18 hours.* Your new system comes with a Home Charger that can charge the Kanso 2 Sound Processor in approximately 4.5 hours.³⁵ The Home Charger also dries your Kanso 2 Sound Processor at the same time it is charging.



Kanso 2 Home Charger

* Battery life may vary by individual.



Nucleus Sound Processor warranty information

You can worry less with the most comprehensive warranty out there. The Cochlear Nucleus 8 and Kanso 2 Systems come with a "no questions asked" 5-year warranty.*

Loss coverage

Should your Nucleus 8, Kanso 2 Sound Processor, or any other component turn up missing, our Loss Warranty lets you replace it once completely free of charge, while the sound processor is under warranty. For more information, please refer to the supplemental warranty insert inside the user manual that comes with new Nucleus Systems.

* Terms and conditions apply.

5-Year warranty coverage Nucleus 8 Sound Processor components



Sound Processor



Cochlear Slimline™ Coil (includes cable)



Coil Magnet



Battery Cover



Battery Holder

5-Year warranty coverage Kanso 2 Sound Processor components



Sound Processor



Chapter 3:

Nucleus® Implants

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Cochlear's implant design philosophy

All our implants are designed with performance and preservation of the cochlear structures in mind.*

Our broad range of implants and electrodes allow your surgeon to choose the best one for your level and type of hearing loss, cochlea anatomy and the surgeon's preference. Plus, we design our implants future-focused, by providing access to advances in sound processor technology without the need for additional surgeries.

Our electrode portfolio provides:

- Implants that are the most reliable in the industry and in the world¹⁻⁴
- 22 active channels to optimize frequency coverage along the nerve⁵
- The most number of active electrodes in market⁶
- Perimodiolar electrodes that are placed closest to the hearing nerve, maximizing the hearing outcome⁷⁻¹¹
- Easier access to MRIs with magnets that can stay in place during scans^{12**}
- The Hybrid L24 Electrode† that is specifically designed and approved to preserve hearing

* All our implants are designed to last a lifetime with performance and preservation of the cochlear structures in mind. Contact Cochlear for details on specific product warranty information.

** The Cochlear Nucleus Profile Plus Implant magnet can stay in place during an MRI at 1.5 and 3.0 Tesla without the need for magnet removal or head wrapping.

† The Hybrid L24 Implant is approved in the US for adults 18 and older for unilateral use only.

The Nucleus® Profile™ Plus Implant with easy access to MRIs

Our newest generation Nucleus Implant—the Nucleus Profile Plus Implant—expands our innovative implant portfolio by offering access to MRIs at 1.5 and 3.0 Tesla without the need for magnet removal or head wrapping.¹²

The Profile Plus Implant features a very thin design for the potential of a better cosmetic outcome and less time in surgery. It is built on the same platform as the industry's most reliable implant, so you can feel confident that the implant will continue to provide unparalleled hearing performance for years to come.¹⁻³

Cochlear™ Nucleus Profile Plus Implant

- 1 Magnet
- 2 Computer Chip
- 3 Electrode Array



Electrode arrays with maximum coverage for a full spectrum of sound

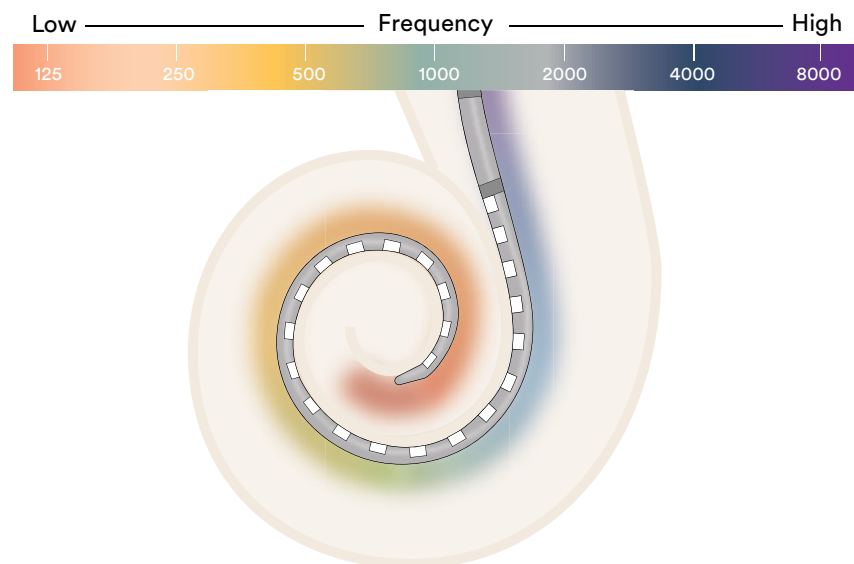
With natural hearing, the brain understands pitch based on where stimulation happens inside the cochlea.

- Higher pitches are stimulated at the bottom, or base of the cochlea.
- Lower pitches are stimulated at the top, or apex of the cochlea.

When the sensory hair cells in the cochlea are damaged or not working properly, not all the pitches are available. This is where the role of the electrodes come into play.

The electrodes are designed to bypass the damaged sensory hair cells and stimulate the hearing nerve directly to provide the full spectrum of sound. The more active contacts and channels in the cochlea, the more you have access to maximum coverage of the full spectrum of sound. Cochlear provides the most active sequential electrodes⁶ (or contacts) to help provide a richer hearing experience.

22 electrodes for greater sound resolution



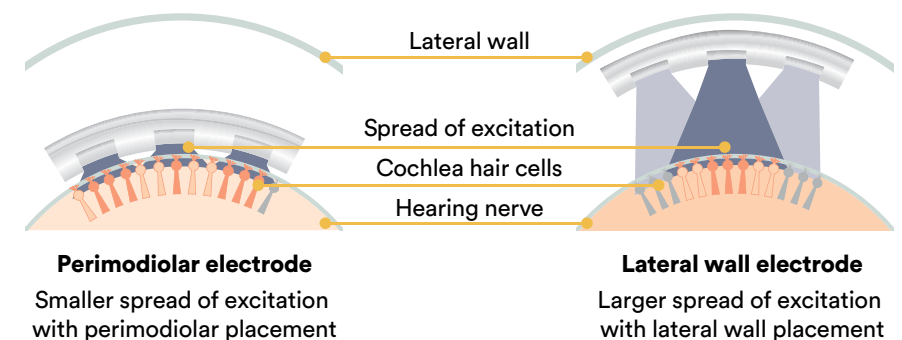
Optimal electrode placement is important for hearing performance

Our electrodes are placed where nerve stimulation is most effective in the hearing zone. This is the area closest to the hearing nerve where you need stimulation to access the full range of sound.^{13,14}

Clinical research shows that deeper insertion beyond the hearing zone can be associated with deterioration in performance and pitch confusion at the tip of the cochlea as well as damage to the delicate cochlear structures.^{14,15}

Cochlear's Perimodiolar electrodes deliver focused stimulation by being near the hearing nerve. When compared with lateral wall electrodes, Perimodiolar placement reduces channel interaction because there is less spread of electrical current across the electrodes.¹⁶ Cochlear's Slim Modiolar Electrodes (CI532, CI632) combine the best performance advantage of being close to the hearing nerve with a slim design to preserve the structures within the cochlea.

Perimodiolar electrode and lateral wall electrode stimulation



93% of Slim Modiolar Electrode recipients experienced improved speech understanding compared to hearing aids.¹⁷

Nucleus Slim Modiolar Electrode

The Cochlear Nucleus Slim Modiolar Electrode is the newest innovation based on clinical evidence and our experience with multiple generations of electrodes. The Slim Modiolar Electrode combines the benefits of a thin electrode with optimal positioning in the cochlea to help provide you with your best hearing performance.

The Nucleus Slim Modiolar Electrode is:

- Positioned closest to the hearing nerve for optimal hearing performance⁷⁻¹¹
- The world's thinnest full-length perimodiolar electrode* designed to protect the structures of the cochlea¹⁸

With Cochlear, your surgeon has electrode options that are designed to help provide your best hearing performance and fit your personal hearing needs.

Industry-leading reliability

Our industry-leading reliability record is based on exceptional product design, world-class manufacturing, and extensive testing. That's why our implants set the standard in reliability.¹

Innovation is at the heart of what drives us, and we are inspired by delivering products, services and care solutions that truly meet the needs of patients and the hearing health professionals who care for them.

As the global leader in implantable hearing, with more than 475,000 implants provided, our hearing solutions are built on world-class design and are tested and retested to rigorous standards.

* Measurements according to manufacturers' electrode specifications.

Nina – Bilateral Nucleus recipient

When I was about 39, I noticed that people were starting to mumble. It was then that I decided to try hearing aids and realized the only thing they were doing for me was raising the volume. It was hard to understand what people were saying. I had to constantly ask people to repeat themselves. It isolated me, and I didn't do all the things I used to do because I was having such a difficult time hearing. I knew then that I wanted cochlear implants.

Getting a cochlear implant was the best decision I ever made. It gave me back my life. After hearing so well with my first cochlear implant, I decided to get one for my second ear. The second implant was almost more amazing than the first. Everything was in stereo. I couldn't believe how much better I could hear having both ears—it was an incredible difference.

I absolutely love all these wireless accessories that they've come out with. They have given me more freedom than I had before. They are super easy to use. I now feel like I'm back to the Nina I was before I lost my hearing. Don't let your hearing hold you back and keep you from doing the things you want to do. My only wish was that I had done it sooner.



Nina – Nucleus recipient



Chapter 4:

Cochlear™ Nucleus® accessories

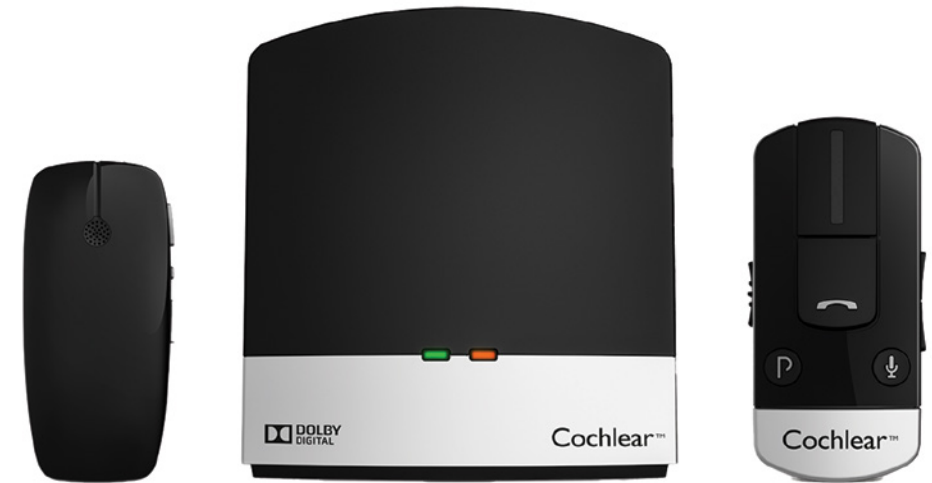
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Cochlear™ Nucleus® accessories

Cochlear provides a selection of optional accessories to further enhance your hearing experience. These accessories can help in more challenging noisy situations, while talking on the phone, or watching TV. The Cochlear Nucleus Implant System comes standard with a compatible Remote Control, a choice of three of our True Wireless™ Devices and our Plus One offer to customize your hearing experience.

The Remote Control can be used to manage your sound processor settings if your phone is not compatible with the Nucleus Smart App.*

And for extra peace of mind, choose from a range of optional retention accessories.



Mini Microphone 2+

TV Streamer

Phone Clip

* The Nucleus Smart App is available on the App Store and Google Play. For compatibility information, visit www.cochlear.com/compatibility.

True wireless freedom

Participate confidently in virtual meetings, hear conversations clearly and watch TV at your own personal volume. The Nucleus® 8 and Kanso® 2 Sound Processors are compatible with True Wireless Devices, offering you more control over your own hearing experience.

Our True Wireless Devices utilize the same 2.4 GHz wireless protocol that Bluetooth® and Wi-Fi devices depend on. Compatible with the Nucleus 8 and Kanso 2 Sound Processors, it is a time-tested, dependable technology that sets the standard for wireless connectivity. This built-in wireless freedom provides the convenience of not having to wear anything around your neck or attached to your sound processor.

Easy to pair, easier to use

Simply press the pairing button and power up your sound processor. Within seconds, you are connected. That's it. Once paired, you can easily stream audio from your True Wireless Devices with the push of a button.



Mini Microphone 2+



Mini Microphone 2+

The Mini Microphone 2+ enables you to hear more clearly in any listening situation, especially in noisy environments.* It works by streaming speech and music directly to your sound processor. Simply clip the Mini Microphone 2+ to your companion's collar when you are dining at a restaurant, riding in a car, in a presentation at work, or shopping. It is lightweight and portable, so it can be used anywhere.

Key features:

- Directional microphone for one-on-one conversations and omni-directional microphone for use in large groups
- Up to 11 hours of talk time on a single battery charge
- Recharges in three hours with included charger
- Connects with other personal electronics via plug-in
- Range of over 80 feet
- FM connectivity
- Built-in telecoil
- Pairing button status indicators
- Low battery light indicator

* Data gathered with Mini Microphone.

Phone Clip

Talking on the phone is important for both work and connecting with loved ones. The Phone Clip can be used when you are not using the direct streaming feature to a compatible Apple® or Android™ smartphone.* It uses Bluetooth enabled technology to give you control of your smartphone and a hands-free connection to family and friends. You can also use the Phone Clip to stream sound to your sound processor while using your GPS navigation or when listening to music and watching movies from your phone or tablet.

Key features:

- Up to six hours of talk time and 80 hours of standby time
- Call reject and transfer, last number dialed and voice dial functions
- Range of up to 23 feet
- Simultaneous connection to two Bluetooth devices
- Quality stereo sound when streaming music
- Private and secure connection



Phone Clip



Guy – Nucleus recipient

TV Streamer

Enjoy stereo sound streamed from your TV right into your sound processor without having the volume too high for other people in the room. So you can experience sound from the TV while you are still able to hear what is going on around you. Unlike other loop systems, you will enjoy a robust wireless connection that is easy to set up, so you can hear the TV as you move about the room.

Key features:

- Range of up to 23 feet
- Set so you can hear audio devices in addition to the sounds around you
- Pair with as many Nucleus Sound Processors as desired
- Install and forget it—always stays paired

* For compatibility information, visit www.cochlear.com/compatibility.

Battery chargers

Battery chargers for the Nucleus 8 Sound Processor

Life is best enjoyed when you can focus on the moment, not how well you're hearing. Our sound processors are designed to be user-friendly and adapt to your listening needs. With the Nucleus 8 Sound Processor's simple one-button design and flexible charging options you can enjoy technology so seamless, you'll hardly have to think about it—just attach the battery and go.

- **USB Charger** – charge your sound processor anywhere you are with the convenient USB charger that plugs into any standard USB 2.0 or higher power source.
- **Y Charger** – easy-to-use Y Charger that connects to the battery the same way as the sound processor and can charge two batteries at the same time.



USB Charger



Y Charger

Battery chargers for the Kanso 2 Sound Processor

- **Home Charger** – the primary charging unit for the Kanso 2 Sound Processor. It provides wireless charging in approximately 4.5 hours² and drying of the sound processor as well as recharges the Portable Charger.
- **Portable Charger** – an on-the-go or wearable charging option to extend on-air time.* You can clip the Portable Charger to your clothing to quickly charge your Kanso 2 Sound Processor without losing power.



Home Charger



Portable Charger

* Charge time of the Kanso 2 Sound Processor while using the Portable Charger may vary if sound processor is used while being charged, depending on MAP power requirements.



Remote control

The Remote Control lets you manage your hearing with a push of a button. It is small in size, so you can conveniently attach it to your keychain or put it in your pocket.

The Remote Control is included with your new Nucleus System, whether you choose the Nucleus 8 or the Kanso 2 Sound Processor.

Key features:

- Change volume/sensitivity
- Switch programs
- Start streaming
- Use a telecoil*



Nucleus Remote Control

* Telecoil is available in the Nucleus 8 Sound Processor only. Telecoil for the Kanso 2 Sound Processor is available by using the Mini Microphone 2+.

Aqua+ accessories

Enjoy surfing, snorkeling and swimming underwater. The Nucleus Aqua+* accessories transform the Nucleus 8 and Kanso 2 Sound Processors into waterproof solutions.

Key features of the Aqua+ accessories:

- Water resistant to level IP68
- Flexible watertight housing envelops your Nucleus Sound Processor and there is also a specially designed waterproof coil for the Nucleus 8 Sound Processor
- Can be submerged to almost 10 feet for two hours
- Can be reused up to 50 times
- Compact and Power Extend sizes available for the Nucleus 8 Sound Processor



Nucleus 8 with Compact Aqua+



Nucleus Kanso 2 with Aqua+

* The Cochlear Nucleus 8 Sound Processor is dust and water resistant to level IP68 of the International Standard IEC60529. The Nucleus 8 Sound Processor with Aqua+ is dust and water resistant to level of IP68 of the International Standard IEC60529 when you use a Cochlear Power Extend Rechargeable Battery Module or Cochlear Compact Rechargeable Battery Module. The Nucleus 8 Sound Processor with Aqua+ can be continuously submerged under water to a depth of up to 3 meters for up to 2 hours. The Aqua+ accessory should be used when participating in prolonged water activities. Refer to the relevant user guide for more information.

The Kanso 2 Sound Processor is dust and water resistant to level of IP68 of the International Standard IEC60529. The Kanso 2 Sound Processor with Aqua+ is dust and water resistant to level of IP68 of the International Standard IEC60529. The Aqua+ accessory should be used when participating in prolonged water activities. The IP68 water protection rating means that the sound processor with the Aqua+ can be continuously submerged under water to a depth of up to 3 meters (9 feet and 9 inches) for up to 2 hours.



Wearing and retention accessories

Wearing and retention accessories help keep your sound processor securely on your head. Stay active and enjoy physical activities and sports with added peace of mind.

Wearing and retention accessories for the Nucleus 8 Sound Processor

- **Snugfit** – helps secure the sound processor on the ear. The Snugfit comes in three convenient sizes to fit your ear (small, medium and large).
- **Safety Cord** – provides a convenient way to ensure your sound processor does not drop to the ground or get lost if it comes off your ear.
- **Earmold Adaptor** – attaches to an earmold to help stabilize and keep the sound processor on the ear.



Snugfit



Safety Cord



Earmold Adaptor



Tom – Nucleus recipient

Wearing and retention accessories for the Kanso 2 Sound Processor

- **Long Safety Line with Alligator Clip*** – can attach to your clothing.
- **Short Safety Line with Hair Clip** – a more discreet loss prevention option.
- **Kanso 2 Headband** – an optional accessory that holds the sound processor in place.
- **Kanso Halo accessory** – a sleek design with two attachment points for increased security during high-energy activities.



Long Safety Line with Alligator Clip*



Short Safety Line



Kanso 2 Headband



Hair Clip



Kanso Halo

* Retention lines longer than the Safety Line (standard length) are not recommended for use by children as they may present a risk of strangulation.

Tom – Nucleus recipient

Somewhere along the line, I found I was straining to hear. I went into hearing aids in 1992, and they helped immensely until a couple of years ago. I began to feel more isolated and found myself withdrawing from social groups. And, it started to worsen.

As a coping mechanism, I used the words “huh, what, please,” and if that didn’t work, then I guessed or pretended. I could see people’s frustration, and that’s genuine on their part. That’s a normal response to somebody with hearing loss.

It all culminated when I had conversations with my two grandchildren, but I would miss words and have a hard time understanding. I’d look into their loving eyes and faces, and they were as frustrated as I was. They eventually pulled away and stopped talking to me as much, and that was something I could not tolerate.

Getting the Kanso was a life-changer for me. My audiologist calls me his “rocket patient,” because my sentence recognition is now at 91%, near the top of the charts. It’s been a return to a life I knew, but lost and regained. I got myself and my interaction with others back, and I wouldn’t trade that for anything.

Brenda, Tom’s wife

I met Tom when we were in college, and it was love at first sight. He had a great sense of humor, was adventuresome and very sensitive. I knew after the first week we’d spend the rest of our lives together. Fifty years later, we’re still happily in love.

Our marriage wasn’t always easy, especially when it came to Tom’s hearing loss. There were times I felt guilty for getting frustrated with him because he didn’t understand what I was saying. It was often easier for me to write him a note so he could see what it was he missed. It eventually got to the point where I became his interpreter, fielding all his phone calls and speaking on his behalf.

Tom was trying so hard to hear, I could just see it. It would wear him out. I felt so bad for him, especially when other people began to point out how much he was struggling. So, I finally said, “Tom, we have to do something.” And, he agreed. Since getting his Kanso, he’s doing so well. It’s amazing. I feel like he’s back. He’s my husband again. A big burden has been lifted off me, too. He can actually talk on the phone now!



Tom – Nucleus recipient



Tina – Nucleus recipient

Chapter 5: Service and support

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Service and support

Innovation is at the heart of what drives us, and we are inspired by delivering products, services and care solutions that truly meet the needs of patients and the hearing health professionals who care for them.

As the global leader in implantable hearing, with more than 700,000 devices provided, our hearing solutions are built on world-class design and are tested and retested to rigorous standards.

Inspired by connecting you with care

More people hear with a Cochlear™ solution than any other implantable hearing device, which helps us to develop powerful data-driven care solutions. When your clinician combines our solutions with their experience and your personal data, you can receive the customized care that enables better hearing.



Cathy – Nucleus recipient

We help people hear and be heard.

We **empower** people to connect with others and live a full life.

We help **transform** the way people understand and treat hearing loss.

We **innovate** and bring to market a range of implantable hearing solutions that deliver a lifetime of hearing outcomes.

Cochlear's Mission

The Graeme Clark story

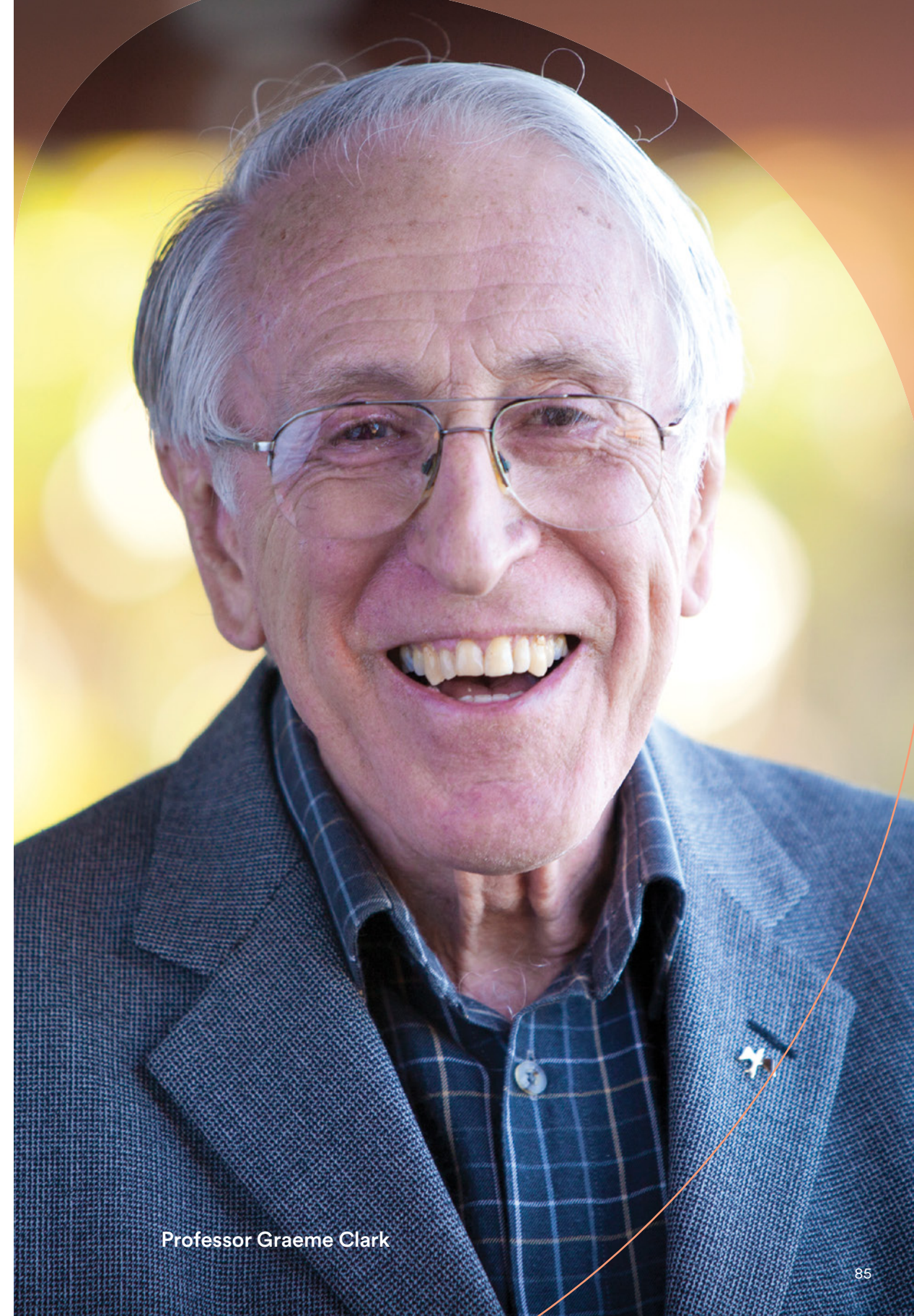
Proven over time

For 40 years Cochlear has been bringing people all over the globe into the world of sound.

Graeme Clark, an Australian ear surgeon, saw first-hand the isolation and frustration that comes from living in a world of silence as his father struggled with hearing difficulties. On holiday in 1977, fiddling with a shell and a blade of grass, Graeme realized there was a safe way to insert electrodes into the inner ear. It was Graeme's determination to help others that realized our first implantable solution.

Today, Cochlear is the leader in implantable hearing solutions, connecting hundreds of thousands of people globally to a life full of hearing. The pioneering spirit that started Cochlear all those years ago continues to drive us forward and our commitment is stronger than ever. We're transforming the way people understand and treat hearing loss, and we're committed to reaching more people to provide support for a lifetime of hearing.

Hundreds of thousands of people worldwide hear today because one man listened to his heart.



Professor Graeme Clark

A life full of hearing

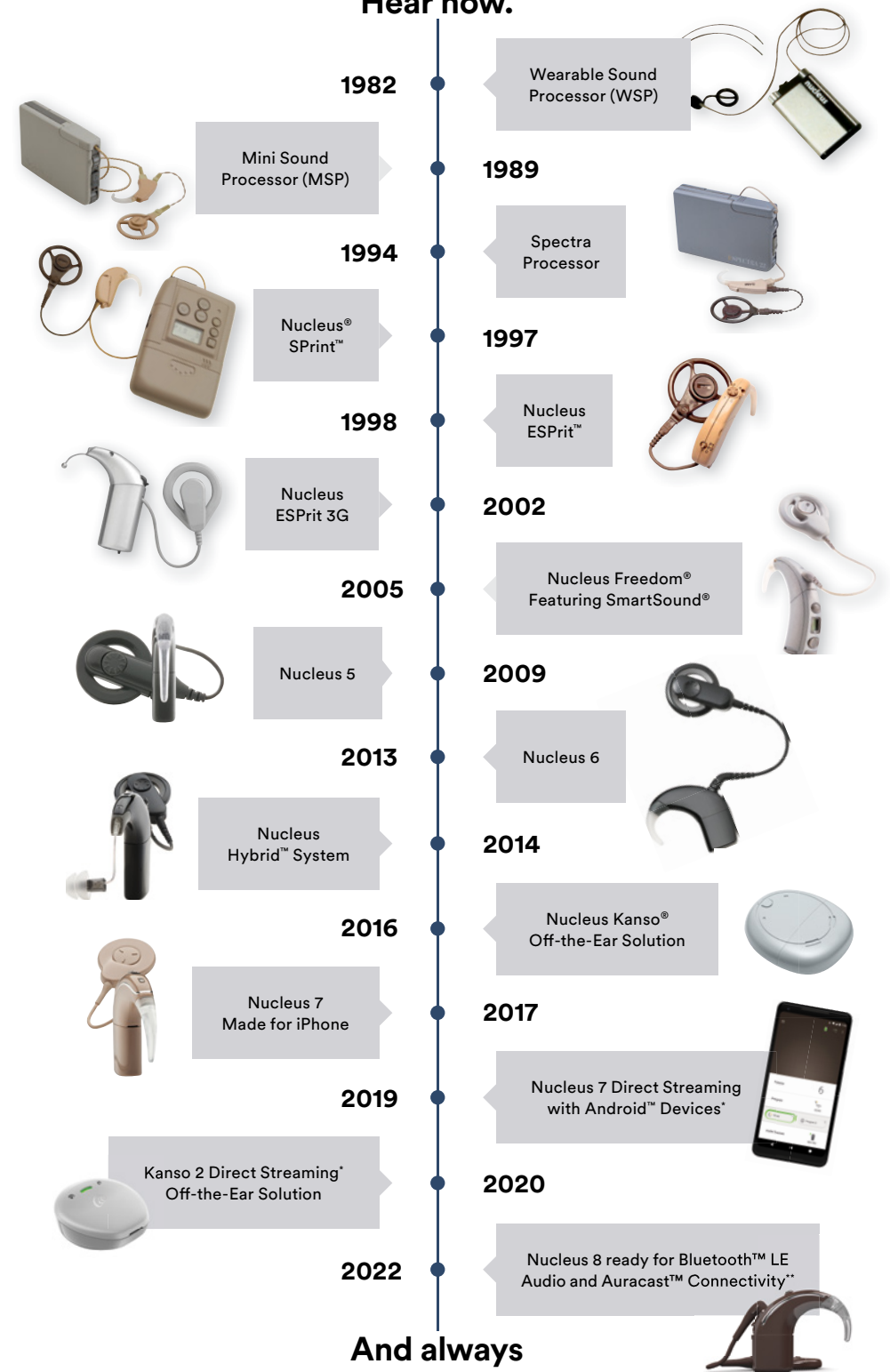
An important consideration when choosing a hearing implant is the ability to upgrade to new sound processor technology in the future. Whether you received your Cochlear™ implant a few years or a decade ago, you'll have access to the latest technology to continue to improve your hearing and connect with what you love.*

Cochlear is constantly innovating to improve your hearing solution for comfort, performance and usability. We design our implant systems to allow access to technology upgrades as they become available, so there is typically no need for additional surgery.

Cochlear's passion for progress also drives us to heavily invest in implantable hearing research and development to continually push the boundaries of technology.

* The Nucleus 8 Sound Processor is compatible with all implants except Nucleus 22 Implants.

Hear now.



* For compatibility information, visit www.cochlear.com/compatibility.

** As Bluetooth LE Audio compatible devices become available, a sound processor firmware update will be required to use certain features. Auracast™ broadcast audio capability is subject to third party adoption of the Auracast protocol.

Graham hearing his daughter's voice shortly after receiving his Cochlear implant in 1982.



Graham with his daughter, Heather, 30 years later.



Graham – Nucleus recipient

One implant—five sound processor upgrades—unlimited possibilities

Graham has profound hearing loss, yet he can hear thanks to the Cochlear Implant he got in 1982.* Since that remarkable day when he heard his daughter's voice for the very first time, Graham's life has never been the same. He continues to hear every day with access to new processor technology upgrades. He uses the same implant today and is hearing more than he ever dreamed possible. This is yet another example of our lifetime commitment to you.

* Implanted in Melbourne, Australia.

The care you need, when you need it

Keeping your hearing at its best is a priority, so easy access to care is reassuring. Cochlear™ Connected Care offers convenient ways to connect you with your hearing health professional and manage your hearing in everyday life. With Remote Care* your clinician can monitor your progress and deliver quality care when it's needed, without a trip to the clinic.¹⁻² Self-managed Care solutions empower you to build your listening skills and proactively manage your hearing in everyday moments.³



Insurance Support – OMS

Our specialized team that can help you obtain insurance approval or support prior authorization appeals when coverage for one of Cochlear's implantable hearing solutions has been denied. In addition, we offer direct billing services to your insurance company for upgrades to help make the payment and insurance claim process easier.

Visit www.cochlear.com/us/insurance



Cochlear Concierge

A team of experts is ready to answer your questions and assist you in learning about the process, our products, technology and company.

Call 877 897 4474 or email concierge@cochlear.com



Connect with others who have been exactly where you are and want to help

You may want to connect with others who have gone through the process and are now hearing what they couldn't before. There is a large community of people who have been exactly where you are and want to support you and share their stories.

Visit www.cochlear.com/us/connect-with-a-mentor



Cochlear Family

Cochlear Family is our recipient awareness and education program powered by the world's largest hearing implant community to help you stay up to date and live well with your Nucleus® Sound processor.

Visit www.cochlear.com/us/family



myCochlear

As part of Cochlear Family, you will have access to a convenient online resource called myCochlear. Your myCochlear account provides you with information about your specific device, including warranty and upgrade information, troubleshooting tips, as well as special promotions.



Cochlear Recipient Solutions

Cochlear Recipient Solutions provides inspiration, education and support through all stages of your hearing journey. From activation through upgrading your sound processor to access new technology, the Cochlear Recipient Solutions Team is by your side. Once activated, you can participate in virtual education sessions alongside other recipients to increase your confidence. (Services available in English and Spanish).

Visit www.cochlear.us/rsm



Remote Care

Cochlear Remote Care includes service options that help your clinician monitor, program and manage your hearing without the need for in-person appointment, which may save you time and money with travel costs, etc.

* Remote Care is not available in all markets and patient must have cellular or WiFi connection for use of Remote Care features.



Rehabilitation resources

For those with a new cochlear implant, practicing your listening may help you improve your long-term hearing outcomes. We offer hearing rehabilitation resources to help you improve your listening skills, including hearing in noise, listening to music, and talking on the telephone with confidence.

Visit www.cochlear.us/rehab



Hear Always and Cochlear™ Link

You should experience sound uninterrupted, which is why we partnered on the exclusive Hear Always program. Hear Always ensures expedited replacement of your sound processor if you are ever without sound.

The Hear Always program works in conjunction with Cochlear Link, our secure, cloud-based software, which allows your audiologist to share your hearing profile directly with us. This allows us to load your programs on your sound processor immediately after repair so we can ship it back to you the next day—all without a trip to your audiologist, saving you time and money.





Chapter 6:

Steps and resources

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Steps and resources

Your journey to better hearing is worth every step. You may feel excited, but hesitant. Consider that for over 40 years we've helped people hear better, and no one has ever said, "I wish I would have waited." In fact, the opposite is true. And once you make this life-changing decision, there are just a few steps to get you well on your way to experiencing the joy of hearing.

Steps to getting a cochlear implant

01. Visit a Hearing Implant Specialist for a hearing test

You will first need to have your hearing tested by an audiologist and ear physician who is well trained in cochlear implants and all advanced hearing technologies. Assessments often include medical and audiological evaluations as well as X-rays or an MRI scan.

Note: Wearing hearing aids first is a recommended step in the evaluation process for a cochlear implant.

To find a Hearing Implant Specialist in your area, visit www.cochlear.com/us/appointment

02. Obtain insurance approval

Insurance coverage for cochlear implants

The cost of a cochlear implant system may be covered by your insurance plan. Every health insurance plan is different. We know that the insurance approval process can be confusing. Here are guidelines to help you through the process.

Review the chart below to help better understand what may or may not be covered.

	Private insurance	Medicaid	Medicare
Cochlear implant systems	Covered by most insurance plans [†]	Typically covered ^{**}	Typically covered*
Hearing aids	Generally not covered ^{**}	Typically covered ^{**}	By law are not covered in traditional Medicare. Coverage may be available in certain Medicare Advantage Plans.

* Contact your insurance company or local Hearing Implant Specialist to determine your eligibility for coverage.

** Coverage for adult Medicaid recipients varies according to state-specific guidelines.

† Covered for Medicare beneficiaries who meet CMS criteria for coverage.

Your health plan's coverage may vary based on:

- The terms of the coverage document in effect on the date of service.
- Applicable laws/regulations.
- Medical coverage policies.

Medicare

- Medicare typically covers cochlear implant systems.*
- Traditional Medicare does not offer an option for predetermination or prior authorization of coverage.
- Work with your surgeon's office to determine your eligibility for coverage and benefits.

Medicare Advantage Plans

- Medicare Advantage plans must offer the same benefits defined by traditional Medicare but often cover additional services.
- Medicare Advantage plans may have policies for predetermination of benefits or preauthorization requirements. Work with your surgeon's office in contacting your Medicare Advantage plan to determine your eligibility for coverage and benefits.

Medicaid

- Coverage for implantation varies by state.
- Work with your surgeon's office to check on your state's Medicaid plan or Medicaid HMO to determine coverage and benefits.
- State Medicaid plans and Medicaid HMOs have processes to appeal claims on an individual basis based on medical necessity.
- Prior authorizations of implantations are generally required.

Commercial Health Plan Coverage

- Coverage of a cochlear implant system varies by plan.
- Work with your surgeon's office to determine your eligibility for coverage and benefits.
- Ask if your health plan will provide a voluntary predetermination of benefits review. If yes, ask your doctor's office to submit a predetermination packet to your health plan.
- All health plans have their own definitions of what is medically necessary. These definitions are typically tied to a medical policy based on their own assessment criteria. The predetermination or prior authorization process is the most effective way to confirm you meet the plan's medical necessity criteria.
- If your health plan considers cochlear implantation experimental or investigational, you should work through your doctor's office and the predetermination process which includes submitting a letter of medical necessity and supportive material. The predetermination process will educate the health plan on the scientific evidence supporting the use of the device and how it applies to your treatment plan.
- Be aware of potential financial responsibilities even if you are covered by insurance (i.e., deductibles, co-payments, coinsurance).
- Coverage does not guarantee payment.
- If your health plan denies coverage, you have a right to appeal the coverage decision.
- The health plan should provide you and your surgeon information on appeal rights.
- You should work with your surgeon to assist in the appeal process.
- Your surgeon should prepare a letter of "medical necessity" outlining your need and value for implantation, results of medical tests, published peer-reviewed literature supporting implantation, and detailed patient history applicable to the request.

* Covered for Medicare beneficiaries who meet CMS criteria for coverage.

Review documentation provided to you by your health plan (i.e., request a copy of your benefit handbook or summary of benefits) and find out which services are covered and which are not.

The Cochlear implant team or your audiologist may submit the necessary paperwork to your insurance company for approval.

For more information, visit www.cochlear.com/us/insurance

Once qualified and while insurance approval is being obtained, your cochlear implant team will discuss the risks and benefits with you and schedule surgery. If you need assistance navigating the insurance approval process or help with an appeal if the claim has been denied, we offer individual insurance support.

Cochlear's Insurance Support Team (OMS) is available to help you obtain necessary insurance approval and provide assistance in appealing denied coverage for Cochlear's portfolio of implantable solutions.

Contact Cochlear Insurance Support at 800 633 4667 option 4 or email oms@cochlear.com

03. Choose the best cochlear implant device for you

All cochlear implants are designed to restore access to sound in a similar fashion, yet there are noticeable distinctions between the devices. Make sure to ask the right questions before choosing the best device. Think beyond today and consider what you want for yourself in the future. You may also want to think beyond the product itself, and remember that Cochlear will provide the support you deserve for a lifetime. Throughout your entire journey, you can always connect with other Cochlear recipients who can share their personal experiences.

Visit www.cochlear.com/us/connect-with-a-mentor

04. Outpatient surgery

We understand the thought of surgery is intimidating, but it is necessary to provide you access to sound with a cochlear implant. We know you may have questions and concerns as you get ready for a life with the Cochlear™ Nucleus® Implant System. As you prepare for surgery and hearing with your Cochlear Implant, we would like to guide you through what to expect.

The cochlear implant procedure is typically a same day, outpatient procedure. The procedure is considered fairly routine and safe, but, as with any surgery, there are risks. Your surgeon and medical team will conduct a pre-surgical examination to ensure you are healthy for the procedure. You should tell your medical team about any medications you are taking and talk to them about concerns you may have.

We recommend you have someone at the hospital on the day of surgery to support you and help you to communicate. If you use a hearing aid, there may be times when you are not able to use it. There may also be times when the surgical team members are talking to you with masks covering their mouths, making it difficult if you rely on lip-reading. Your medical team knows you will have difficulty communicating in these situations. Having a support person there can help you to communicate and ease any anxiety you may have as you wait for your procedure.

You will need someone to drive you home after surgery. We recommend they help get you settled in at home, ensure any prescriptions you may have received are filled, and help you get started on your recovery instructions.

Recovery from surgery typically occurs relatively quickly. Most people are back to their normal routine in a couple days and return to work one to two weeks after surgery. Your surgeon will make specific recommendations regarding your postoperative care and will likely require you to schedule a post-operation appointment to check on your incision and progress.

05. Activating the Nucleus® Implant System

You will need to schedule your activation appointment with your audiologist. Typically, your surgeon will require a recovery period of three to four weeks prior to your activation. If you were using two hearing aids prior to surgery, your surgeon may recommend that you continue to use your hearing aid on your non-implanted ear. During this time, you may feel anxious and excited as you wait to hear for the first time with your Cochlear™ Nucleus® Implant. While they wait, many find it helpful to connect with others who have been through the same experience.

Approximately three to four weeks after surgery and after your incision has healed, you will have an appointment with your audiologist to activate your cochlear implant. This is the day you will start to hear sound through your cochlear implant. You should set realistic expectations for this day as every person's activation experience is unique. Your audiologist will program the sound processor and set sound volume and pitch levels that are appropriate for you. This is the beginning of a series of programming sessions that you will have over the first few months to fine-tune the device for optimal hearing.

At your appointment, your audiologist will walk you through the components of the sound processor and possibly some of the accessories. Your audiologist will also map your sound processor. You will start by listening to a series of beeps and then finally the voices of your audiologist and loved ones with you. Don't worry if you can't hear clearly right away. It can take days or weeks of practice for your brain to adjust and understand the sounds you have been missing. Remember, your new hearing technology does not amplify sound like a hearing aid—it delivers sound in a new way.

06. Caring for your system

To help ensure your best hearing every day, take good care of your device. We have many how-to videos available on myCochlear, and our Customer Service team will be happy to answer any questions you have along the way. We understand though, that things can happen. That's why we offer a 5-year “no questions asked” warranty on our Nucleus Sound Processors* as well as a one-time loss replacement for added peace of mind.

07. Rehabilitation resources

After surgery, you will undergo a period of recovery and rehabilitation with your new implant. Rehabilitation can help to speed up the learning and healing process and will be key to your success.

We want you to have confidence in your personal rehabilitation journey and offer multiple resources to aid in your success. Find resources like telephone and music activities and more that can help to improve your listening and communication skills.

Visit www.cochlear.us/rehab

* Terms and conditions apply.

Sound processor features

Feature	Benefit	Why it matters
Direct streaming*	Stream sound directly from a compatible Apple® or Android™ smartphone to your Nucleus® Sound Processor for a rich hearing experience.	Connect without compromise with built-in streaming technology that provides the convenience of direct streaming to your sound processor from a compatible Apple or Android device* without the need for any attachments to the sound processor.
Nucleus Smart App**	Control, manage and monitor your Nucleus 8 and Kanso 2 Sound Processor using a compatible smartphone.	You can personalize and monitor your hearing experience conveniently with devices you use every day.
Smallest sound processors	Smallest and lightest sound processors available. ¹⁻³	The size of the sound processor can impact how visible and comfortable it is on your ear.
Sound processor options	Behind-the-ear and off-the-ear wearing options to hear your best and fit your lifestyle.	You have the flexibility to choose the sound processor option based on your needs and preferences.
Long battery life†	Battery life that is designed to last a full day.	Longer battery life means fewer interruptions to your hearing throughout the day.
Hybrid™ Hearing**	Designed to provide a richer hearing experience by using your low-frequency natural hearing with cochlear implant technology.	Combines advanced cochlear implant technology with the amplification of a hearing aid to use the natural hearing you have and get back the sounds you are missing.

* For compatibility information, visit www.cochlear.com/compatibility.

** The Cochlear Nucleus Smart App is available on App Store and Google Play. For compatibility information, visit www.cochlear.com/compatibility.

† Battery life may vary by individual.

†† The Cochlear Nucleus Hybrid acoustic component is not compatible with the Kanso Sound Processor. The Kanso Sound Processor is not intended to be used by Hybrid L24 Cochlear Implant recipients who receive benefit from the acoustic component. The acoustic component should only be used when behavioral audiometric thresholds can be obtained and the recipient can provide feedback regarding sound quality.

Sound processor features

Feature	Benefit	Why it matters
Ready for Advanced Bluetooth® Connectivity for Nucleus 8 Sound Processor	Bluetooth® LE Audio and supporting Bluetooth Auracast™	Ready for next-generation Bluetooth LE Audio technology. Proven benefits of streaming audiodirectly from the audio source to your Sound Processor with better quality. Ability to bring the sound to you in more places with supporting Bluetooth Auracast.*
SmartSound® iQ 2**	Innovative sound processing for better hearing performance.	The sound processor is designed to block background noise to help you hear your best in noisy environments.
SCAN 2	Easier hearing in everyday environments, including noise.	Makes it easier to hear in difficult situations by automatically identifying the environment and optimizing the sound without the need for manual adjustments, just as natural hearing does. ⁴
ForwardFocus†	Once enabled by the clinician, you can simply switch on ForwardFocus through the Nucleus Smart App.	Forward Focus could help you hear conversations better by decreasing noise coming from behind and help you focus on face-to-face conversations.
Data logging and Hearing Tracker	Device usage information is tracked by the system.	Records how the sound processor is being used in order to provide information to help improve your hearing experience.
Built-in Telecoil**	Connects to your phone and looped systems.	Helps amplify the signal from your phone or a looped system to help you hear what is being said.
5-Year warranty†	Comprehensive warranty.	Our “no questions asked” 5-year warranty provides you with reassurance in the event that something happens with your equipment.

* As Bluetooth LE Audio compatible devices become available, a sound processor firmware update will be required to use certain features. Auracast™ broadcast audio capability is subject to third party adoption of the Auracast protocol.

** SNR-NR, WNR and SCAN are FDA approved for use with any recipient ages 6 years and older, who is able to: 1) complete objective speech perception testing in quiet and in noise in order to determine and document performance; and 2) report a preference for different program settings.

† ForwardFocus can only be enabled by a hearing implant specialist. It should only be activated for users 12 years and older who are able to reliably provide feedback on sound quality and understand how to use the feature when moving to different or changing environments. It may be possible to have decreased speech understanding when using ForwardFocus in a quiet environment.

†† Nucleus 8 Sound Processor only; telecoil is available with the Kanso 2 Sound Processor by using the Mini Microphone 2+.

‡ Terms and conditions apply.

Implant features

Feature	Benefit	Why it matters
Best implant reliability in the industry⁵⁻⁷	Consistent access to sound through long-term reliability of the implant system.	Provides confidence that your implant will work for years to come.
Most active electrodes⁸	22 active channels to optimize frequency coverage along the hearing nerve. ⁹	Our implants provide the most active sequential contacts so you may hear different pitches and the full spectrum of sound.
Future technology ready	Backwards compatibility allowing for ongoing access to new technology.	When choosing a hearing implant the ability to upgrade to new sound processor is important to consider. Whether you received your Cochlear™ Implant a few years or a decade ago, you'll have access to the latest technology to continue to improve your hearing.*
Optimized rate of stimulation	Sending the right amount of stimulation to your hearing nerve.	Continuing to deliver stimulation during the nerve's resting period results in wasted power consumption. Cochlear's implants are designed to send the right amount of stimulation for the desired sound while minimizing wasted power.
Designed to be atraumatic^{10,11}	Protecting your delicate cochlear structures and providing an optimal hearing performance.	Electrode diameter and placement in the hearing zone is precise and protective of your delicate structures within the cochlea. ^{12,13} Our perimodiolar electrodes also provide focused stimulation to the hearing nerve. ^{13,14}
MRI compatibility	Designed to provide easier access to MRIs.	The Nucleus Profile™ Plus Implant provides access to MRIs at 1.5 and 3.0 Tesla without removing the magnet or requiring a head wrap. ¹⁵
Profile implant	Thin implant that follows the natural curvature of the head.	A thin implant provides a better cosmetic outcome, is comfortable and could mean less time in surgery.

* When compared to previous generation Bluetooth Classic.

Accessories

Feature	Benefit	Why it matters
True Wireless™ Bluetooth technology	Sound can be wirelessly streamed to your sound processor.	Speech and sound wirelessly stream to your sound processor allows you to hear conversations and music more clearly and take advantage of learning opportunities in a variety of settings.
Water resistant and waterproof	You can hear while swimming or spending time underwater.	Our Nucleus 8 and Kanso 2 Sound Processors are water resistant and can be waterproof when used with the easy-to-use Nucleus Aqua+ accessories.*
Remote Control	Remote management of your hearing.	You are able to manage settings and programs without the need to touch the sound processor so you don't go without sound.

* The Nucleus 8 Sound Processor with Aqua+ is water resistant to level IP68 of the International Standard IEC60529. This water protection only applies when you use a Cochlear Standard Rechargeable Battery Module or Cochlear Compact Rechargeable Battery Module. The Kanso 2 Sound Processor is dust and water resistant to level of IP68 of the International Standard IEC60529. The Kanso 2 Sound Processor with Aqua+ is dust and water resistant to level of IP68 of the International Standard IEC60529. The Aqua+ accessory should be used when participating in prolonged water activities. The IP68 water protection rating means that the sound processor with the Aqua+ can be continuously submerged under water to a depth of up to 3 meters (9 feet and 9 inches) for up to 2 hours.

Services

Feature	Benefit	Why it matters
Remote Care	Hearing tests and programming from the comfort of your home.	Remote Care® solutions allow you to do a hearing check or video appointment with your clinician from your home.
Cochlear Family	Comprehensive personalized online resources.	Our recipient awareness and education program powered by the world's largest hearing implant community to help you stay up to date and live well with your Nucleus Sound Processor.
myCochlear	Access to important information anytime and anywhere.	Access to convenient online resources including warranty and upgrade information, troubleshooting tips, as well as special promotions.
Cochlear Concierge and Engagement Managers	Questions answered by Cochlear experts.	Get the support you need and the answers to your questions from a team of local experts.
Insurance support - OMS	Insurance payment process made easier.	Provides confidence that you'll have support and help navigating the insurance process. We also offer direct billing services for upgrades to your insurance company.
Hear Always and Cochlear Link	Fast repair and replacement services.	The Hear Always program works in conjunction with Cochlear Link to ensure the expedited replacement of your sound processor if you are ever without sound.
Rehabilitation resources	Hearing rehabilitation resources for all ages and abilities.	Practicing your listening may help you improve your long-term hearing outcomes. Our hearing rehabilitation resources are available to help you improve your listening skills, including hearing in noise, listening to music, and talking on the telephone with confidence.
Cochlear Recipient Solutions	Support from activation through upgrading your sound processors.	Our dedicated support team provides inspiration and educational sessions through all stages of your hearing journey, from activation to when it comes time for an upgrade, so you can feel confident in your hearing journey.

*Remote Check is intended for ages 6 and older. The Remote Check feature is only visible and accessible if the feature is enabled by a clinician. Clinicians should consider the suitability of the feature before enabling Remote Check. Remote Check does not replace clinical care and does not involve remote programming of the sound processor.



Glossary of important terminology

Acquired deafness: A severe to profound hearing loss that develops later in life.

Audiogram: A graph obtained during a hearing test that illustrates a person's hearing in each ear, indicating the degree and type of hearing loss.

Audiologist: A professional who treats individuals with a hearing impairment.

Auditory: Relating to hearing.

Bilateral hearing: Using the same hearing technology in both ears, either with two hearing aids or two cochlear implants.

Bimodal hearing: Using a hearing aid in one ear and a cochlear implant in the other ear.

Binaural hearing: Using both ears to hear sounds.

Binaural/Bilateral hearing loss: Hearing loss affecting both ears.

Congenital hearing loss: A hearing loss that is present at birth.

Intensity: The loudness of a sound measured in decibels (dB).

Frequency: The pitch of a sound measured in hertz (Hz).

Hearing threshold: The softest sound that a person can hear at a specific frequency. Hearing thresholds are displayed on an audiogram to show an individual's hearing loss.

Localization: The ability to determine where a sound comes from.

Otolaryngologist: A physician who treats ear, nose, sinus and throat disorders and diseases. Also called an "ENT" physician.

Otologist: A physician who specializes in treatment of ear problems.

Perimodiolar: Close to the hearing nerve.

Post-lingual deafness: Deafness that occurs after language acquisition.

Rehabilitation: Rehabilitation for adults may include a variety of activities to support adjusting to life with a hearing implant. Suggestions include practical listening exercises, peer support groups, and tips for using technology to be successful in difficult listening environments.

Residual hearing: The amount of remaining hearing that a person has after experiencing a hearing loss.

Sensorineural hearing loss: Occurs when there is damage to the inner ear, or cochlea, or the nerve pathways to the brain. This type of hearing loss is the most common and is usually permanent.

Single-Sided Deafness (SSD): Sensorineural hearing loss in one ear where you have little or no hearing in that ear, but normal hearing in the other ear.

Speech frequencies: The range of frequencies most important for hearing and understanding speech span from 250 to 6,000 Hz.

Speech therapist: A specialist who can assess, diagnose and treat children or adults with communication or swallowing disorders.

Unilateral hearing loss: Hearing loss in one ear.

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We would like to give a special thank you to all the Cochlear Nucleus Implant recipients and their families who have shared their pictures and stories to help others who are going through their own hearing journey.

Thank you.

Mathias – Nucleus recipient

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Cochlear is dedicated to helping people with moderate to profound hearing loss experience a world full of hearing. As the global leader in implantable hearing solutions, we have provided more than 750,000 devices and helped people of all ages to hear and connect with life's opportunities.

We aim to give people the best lifelong hearing experience and access to next generation technologies. We collaborate with leading clinical, research and support networks to advance hearing science and improve care.

That's why more people choose Cochlear than any other hearing implant company.

Please seek advice from your health professional about treatments for hearing loss. Outcomes may vary, and your health professional will advise you about the factors which could affect your outcome. Always read the instructions for use. Not all products are available in all countries. Please contact your local Cochlear representative for product information.

Views expressed are those of the individual. Consult your health professional to determine if you are a candidate for Cochlear technology.

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