

# Cochlear Recipient Services & Support Directory

As you explore the world of sound around you, our goal is to help you feel empowered and develop self-reliance, allowing you to take ownership of your hearing journey. This directory will provide an overview of the tools and resources that may be needed along your hearing journey.



## Create a Cochlear Account

To begin we recommend creating your Cochlear Account in two easy steps. Once created, your user name and password will give you access to all Cochlear related applications, support information and resources for Cochlear recipients.

Step 1: Visit [Cochlear.com/US/Family1](https://www.cochlear.com/US/Family1) and select “Join today”

Step 2: Click on the verification email

That's it! Once your clinician registers your device you will have full access to all of your account benefits. Please note: when creating your account, you will need to use the email that your audiologist/clinic used to register your internal implant, and your full legal name. If you don't remember what email you provided please call Cochlear Customer Service for assistance.

What's next?

- Bookmark the Cochlear Family site for easy access.
- Save your login and password in a secure location.
- Once set up, you have access to all Cochlear related applications including:
  - myCochlear™ Recipient: personalized web pages with your equipment and warranty information
  - Cochlear Online Store: Visit the store 24/7 by logging in to purchase accessories, maintenance items and more. Orders over \$50 receive free shipping.
  - Cochlear™ Nucleus® Smart App: download the App from Apple® iTunes® App Store or Google Play™ from a compatible device\* and log in with your Cochlear Account user name and password. Easily: change programs, adjust volume, adjust treble and bass, save custom settings for certain locations and get help finding your sound processor if it is misplaced.



## Cochlear Family

When you create a Cochlear Account you become part of the Cochlear Family. As a Cochlear Family member you can create your own personalized card, receive the monthly newsletter with resources, tips and recipient stories, and be the first to receive information about new technology.



## Learning About Your Sound Processor and Accessories

There can be a lot to learn when first getting started with your sound processor and accessories, so be patient with yourself.



Did you know Cochlear also has Device Support pages with “how-to” and many other helpful videos? Watching these videos will provide guidance and may help to answer the questions you have.

[Nucleus 8 How to Videos](#)

[Nucleus 7 How to Videos](#)

[Kanso 2 How to Videos](#)

[Kanso How to Videos](#)



If the how-to videos are not providing the assistance you need try visiting our troubleshooting page for additional support.

<https://Support.Cochlear.com>



## Hearing Therapy Resources

We want you to hear your best. So, along your journey you may need some practice with your new way of hearing. You can find comprehensive resources on the Cochlear website at [Cochlear.us/hearingrehab](https://Cochlear.us/hearingrehab). We also highly suggest the following:

### 1. Adult Home-Based Rehabilitation Manual

- This manual contains exercises for adult recipients to complete at home following coordination of a hearing therapy plan with their clinician. View here: [Cochlear.us/myrehab](https://Cochlear.us/myrehab)

### 2. Telephone with Confidence

- This simple hearing therapy training tool can be utilized to help you gain back your confidence with use of the telephone and your cochlear implant. Select the Adult category on [Cochlear.us/hearingrehab](https://Cochlear.us/hearingrehab)

### 3. Bring Back the Beat™ App (Download from Apple iTunes App Store or Google Play. The app requires your Cochlear Account login.)

- The app provides five different activities ranging from simple to complex for improving music appreciation, pitch perception and reconnecting to the joy of music.

### 4. Cochlear CoPilot App (Download from Apple iTunes App Store. The app requires your Cochlear Account login.)

- Free self-guided mobile app designed to help adults with cochlear implants build communication skills at any stage of the hearing journey. The app is designed for iPhone® with easy-to-use information, interactive activities and skill builders to support real-world everyday needs - all in the palm of their hand.



## Customer Support:

Day-to-day wear and tear or other unique circumstances may cause the need for repair. You can check out the details of your warranty when you log in to myCochlear Recipient. However, if you need help submitting a claim for warranty benefits our knowledgeable Customer Service team can help walk you through the process. They can assist in placing orders for new equipment if necessary and can help even after your warranty expires. Keep in mind, replacement coils, batteries and cables may be covered by your insurance. Visit this link, [www.Cochlear.US/InsuranceSupportCenter](http://www.Cochlear.US/InsuranceSupportCenter) to learn more about Cochlear's Reimbursement and Insurance Services. Orders for these items can also be placed online through the Cochlear Store.

Email Customer@Cochlear.com or call 1-800-483-3123



## Future Technology:

Throughout your lifetime, Cochlear will continue to innovate new sound processor technology that is compatible with your current implant and will not require additional surgery. Typically, insurance providers may cover up to 80% of the costs of new and replacement technology when the old technology reaches the end of its useful life (approximately every five years). We have a dedicated team of Reimbursement and Insurance Specialists here to help you through the insurance process when you are ready to move into new technology.

Email Recipient@Cochlear.com or call 1-800-483-3123



## Let's stay connected:

As a Cochlear Implant recipient, you are part of a worldwide community of more than 600,000 recipients and we want to stay connected with you. Stay in touch by following our social platforms and blog to hear the latest news from Cochlear and connect with other recipients. Now that you have your user name and password you will also receive a monthly informational eNewsletter.

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\*The Nuclues Smart App is available on App Store and Google Play. For compatibility information: [www.Cochlear.com/Compatibility](http://www.Cochlear.com/Compatibility)

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As of Feb 1, 2018, Cochlear provides direct insurance billing support for many major private insurance plans, Medicare, Medicaid† (including HMOs) and Tricare for repairs, parts and accessories. Cochlear's full-service billing support is available for recipients who are covered under one of the plans with whom Cochlear is contracted. If you would like to place an order for a replacement part or accessory, please keep in mind orders may take up to 2 weeks to process and ship, so please plan ahead.

Cochlear is currently enrolled with Medicaid programs in the following states: AZ, CA, CO, CT, DC, DE, FL, GA, IA, ID, IL, IN, KS, KY, LA, MD, ME, MI, MN, MS, MT, NC, NE, NH, NJ, NM, NV, NY, OH, OK, OR, PA, SC, SD, TN, TX, UT, VA, VT, WA, WI, WV, and WY.

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 instructions for use. Not all products are available in all countries. Please contact your local Cochlear representative for product information.

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13050 Park Meadows Drive  
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Support: 1 800 483 3123

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[www.cochlear.com/us](http://www.cochlear.com/us)

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Hear now. And always.