



Cochlear™ Remote Care

Accessing clinical care is not always easy for patients. With Cochlear™ Remote Care, you can offer your patients convenient, quality hearing care without visiting the clinic. It gives you the flexibility to monitor and manage patient progress remotely, freeing up time and resources within the clinic.

Introducing more convenient care options for your patients can help you deliver ongoing, personalized care. For patients with a compatible sound processor*, you can now offer a remote hearing assessment through Cochlear Remote Check and a remote video appointment through Cochlear Remote Assist.

The following two Remote Care solutions are available to support your patients



Remote Check

Cochlear Remote Check is a virtual assessment tool to monitor patient progress remotely and provide care when it's needed. It identifies issues you would look for during a clinic appointment, helping to triage the patient—are they performing as expected, or do they need follow up?



Remote Assist

If you want to provide real-time care to a patient without a clinic visit, Cochlear Remote Assist enables a video call appointment. During the live Remote Assist session, you can assess how the patient is progressing and discuss any issues they are experiencing. You can also connect remotely to their sound processor(s) to make programming or sound processor setting adjustments.

Patient benefits

Receive timely care from the convenience of their own home

No need to take time off work or incur expenses to visit the clinic

Keep in touch with their clinicians and receive expert advice without a clinic visit

Clinic benefits

Offer Cochlear™ Nucleus® Implant recipients a convenient new option to receive quality care

Help enable clinic efficiencies to:

- Prioritize in-clinic visits for patients requiring more comprehensive care
- See new patients to help more people hear their best

Remote Care packages	Cochlear Remote Care	Nucleus Remote Care	Bone Conduction Remote Care
Remote Check	●	●	
Remote Assist for Nucleus patients	●	●	
Remote Assist for Baha® patients	●		●
Annual clinic price	\$750	\$550	\$300

Steps to access Cochlear Remote Care



Coding and payment for Remote Care

Cochlear recognizes the need to establish permanent payer reimbursement for Remote Care solutions, and we are working closely with professionals and the relevant specialty societies to do so. Meanwhile, practices should consider the value Remote Care provides to patients as a private pay service, if desired.

	Remote Check	Remote Assist
Communication method	Asynchronous—store and forward	Synchronous—interactive live audio and video
CPT code	No specific CPT codes—confirm with patient’s health plan	Nucleus analysis and programming: 92601–92604—may append modifier-95 indicating a synchronous telemedicine service rendered via a real-time interactive audio and video telecommunications system, and/or modifier-52 “Reduced Services” to the billed code Baha analysis and programming: N/A—may use 92700 (unlisted otorhinolaryngologic service)
Medicare coverage	None	Nucleus: Yes**, Baha: No
Commercial insurance plans	Verify patient benefits and consider a private pay agreement when an individual plan does not extend coverage	
Private pay options for patients	<ul style="list-style-type: none"> • Invoice your patients directly using your clinic’s existing billing and collections systems • Utilize Cochlear’s Stripe Inc. integration to charge patients for Remote Care services through the Nucleus Smart App* and/or Cochlear Fitting Software and the funds will be directly deposited to your clinic’s designated bank account 	

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

** The telehealth waivers are temporary and only effective until the end of the Public Health Emergency. Once the PHE ends, audiologists may consider entering private pay arrangements with Medicare patients for those services that are no longer included on Medicare’s eligible and covered telehealth list.

Remote Check and Remote Assist for Nucleus patients are intended for ages 6 and older. Remote Check and Remote Assist features are only visible and accessible if they are enabled by a clinician. Clinicians should consider the suitability of the feature before enabling Remote Check and Remote Assist. Remote Assist for Baha patients is intended for a follow-up adjustment or setup of a replacement or upgrade sound processor for suitable qualified patients based on clinical judgment.

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