



**Cochlear®**

Hear now. And always



# Clinic upgrade protocol

Cochlear implant  
sound processors

## Objective

Patient understands eligibility and determines upgrade product and accessories

# Counseling

This protocol is designed to outline the resources available to help your clinic provide a quality patient experience through the upgrade process. For each stage of the upgrade journey, the protocol provides the most efficient upgrade pathways based on your preferences and your patient's experience or comfort with the upgrade process.

	Cochlear recommendation	Clinic-driven approach
<b>Considerations</b>	Eligibility can be complex to navigate due to insurance requirements. Have your patient connect directly with Cochlear to navigate individual insurance eligibility.	If your clinic prefers to be more involved with the eligibility review, Cochlear offers resources to support the process.
<b>Clinic effort</b>	● LOW	● ● ● ● ● HIGH
<b>Experienced upgrade recipient</b> (2nd+ upgrade)	Patient calls Cochlear to review eligibility criteria and product features. <b>Call 800 523 5798</b>	Review high-level eligibility criteria with patient. Check: <ul style="list-style-type: none"><li>● Warranty information available in <a href="#">myCochlear™ Professional (mCP)</a></li><li>● Length of device use in <a href="#">Custom Sound® Pro</a></li></ul>
<b>New upgrade recipient</b> (1st upgrade)	Have your patient schedule time with a Cochlear Upgrade Specialist to discuss eligibility and device choice. Once eligibility is confirmed, our upgrade specialists can complete the order form with the patient. <b>Appointments can be scheduled via your region-specific scheduling link. Contact your Cochlear Representative for this link.</b>  When a patient provides consent, a Clinic Patient Report will be sent to you after the consultation to facilitate transparency and cross-alignment on care	Additional resources: <ul style="list-style-type: none"><li>● Watch the <a href="#">eligibility video</a> to learn more about insurance considerations</li><li>● Watch the <a href="#">pre-upgrade counseling video</a> to learn more about support offerings</li><li>● Review the <a href="#">comparison chart</a> which details the difference between sound processors</li></ul>

If you are uncertain about your patient's current status and requirements, you may recommend an appointment to re-establish care before proceeding with the upgrade process.



Counseling

# Order placement

## Objective

Patient places order and understands their role, the clinician's role, and Cochlear's role in the order process

# LMN

Letter of Medical Necessity

## Objective

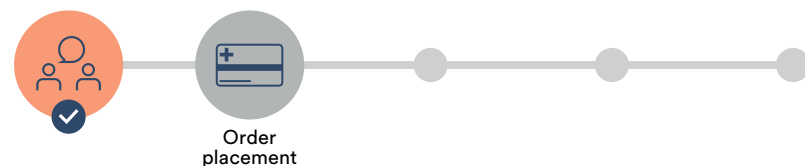
Identify requirements and provide the letter of medical necessity (LMN)

	Cochlear recommendation	Clinic-driven approach
<b>Considerations</b>	By placing an order directly with Cochlear, a patient will receive feedback around the upgrade order process expectations and timelines.	If your clinic prefers to be more involved with order placement, Cochlear offers resources to support the order process.
<b>Clinic effort</b>	● LOW	● ● ● ● ● HIGH
<b>Experienced upgrade recipient</b> (2nd+ upgrade)	<p>Patient places an order via the Cochlear Online Store by logging in with their Cochlear™ account.</p> <p><b><a href="http://cochlearstore.com">cochlearstore.com</a></b></p> <p>Recommended for patients that are active users of the Nucleus Smart App.*</p>	<p>Clinician reviews and populates an order form alongside the patient.</p> <p><b>Download order forms and submit to <a href="mailto:customer@cochlear.com">customer@cochlear.com</a></b></p> <p>or</p> <p><b>Call 800 523 5798</b></p>
<b>New upgrade recipient</b> (1st upgrade)	<p>Patient calls Cochlear to start the order process. Patient will receive a cost estimate via email within 2–3 business days.</p> <p><b>Call 800 523 5798</b></p> <p>This step may not be required for patients that attended an upgrade counseling session.</p>	<p>Additional resources:</p> <ul style="list-style-type: none"> <li>• Watch <a href="#">this video</a> to learn more about order placement options</li> <li>• Review <a href="#">this step-by-step outline</a> of the recipient upgrade journey</li> </ul>

If you recently re-established care, consider recommending Cochlear's Ready-to-Wear service.

## Did you know?

Once a sound processor order is placed, it takes 6–8 weeks to complete the upgrade process. For any questions regarding order status, professionals can contact the ProCare team at 877 883 3103 or email [procare@cochlear.com](mailto:procare@cochlear.com).



	Cochlear recommendation	Clinic-driven approach
<b>Considerations</b>	Cochlear will review specific patient and insurance requirements <sup>†</sup> and provide you with an LMN template. The team is also able to support your clinic in the event of an insurance denial or appeal.	If your clinic prefers to be more involved with the LMN development, Cochlear offers additional resources to support the order process.
<b>Clinic effort</b>	● LOW	● ● ● ● ● HIGH
<b>All upgrade recipients</b>	<p>If you use SignHEAR, Cochlear provides a case-specific LMN template directly to the clinic via DocuSign®.</p> <p>SignHEAR powered by DocuSign® helps to ensure that all required information is captured in a timely and efficient manner.</p> <p>If you are not using SignHEAR, Cochlear provides a case-specific LMN template directly via email or fax.</p> <p><i>If you would like to begin using SignHEAR, contact <a href="mailto:signhear@cochlear.com">signhear@cochlear.com</a></i></p>	<p>Initiate an LMN by using one of the templates available via <a href="#">myCochlear Professional (mCP)</a>.</p> <p>Signed LMNs can be submitted via:</p> <ul style="list-style-type: none"> <li>• <b>Email to <a href="mailto:reimbursement@cochlear.com">reimbursement@cochlear.com</a></b></li> <li>• <b>Fax to 866 706 8876</b></li> </ul> <p>Additional resources:</p> <ul style="list-style-type: none"> <li>• Watch <a href="#">this video</a> to learn more about the LMN submission process</li> <li>• Visit our <a href="#">reimbursement hub</a> for more details about insurance requirements</li> </ul>

# 76%

Decrease in average days to complete letter of medical necessity



If you are uncertain about the status of your patient's device, you may recommend an appointment to re-establish care before proceeding with the upgrade process.



# Programming

## Objective

During a 30-minute appointment, program device utilizing Custom Sound® Pro

### Patient pre-work

Share the [programming checklist](#) with your patients before their appointment.

### ✓ Suggested tasks

If your patient has chosen Ready-to-Wear to get a preprogrammed processor, consider [Remote Care options](#) to confirm audibility and performance without patient making a trip into the clinic.

#### At appointment

01. Open the patient file to view Dashboard
02. Connect the upgrade sound processor via Cochlear™ Programming Pod or Wireless Programming Pod, place the upgrade sound processor on the patient's head, and select **Processor** from the pulldown menu (*impedances will run automatically*)
03. Click **Continue to MAP Selection** and choose the current preferred MAP to convert via either:
  - a. Single-click on the preferred MAP to convert, then use the top menu **MAP** → **Convert MAP** → <current sound processor> → <upgrade sound processor>
  - b. Right-click on the preferred MAP and choose **Convert MAP** → <current sound processor> → <upgrade sound processor>
04. If converting from a Nucleus® 6 (CP900) or later sound processor, a pop-up will appear. Based upon your patient's hearing goals, select one of the following:
  - a. **Copy Previous** to recreate the former sound processor's configuration
  - b. **Use Defaults** to apply the upgrade sound processor's default configuration
05. Go **On Air** and adjust MAP if needed
06. Continue to the **Finalise** screen to apply program and sound processor settings:
  - a. Enable SmartSound® iQ features including **SCAN<sup>†</sup>**, **Background Noise Reduction** and **Wind Noise Reduction**
  - b. Enable manual **ForwardFocus<sup>§</sup>**, **Master Volume** and **Bass and Treble** controls
  - c. If applicable, link [compatible ReSound® hearing aid](#) on contralateral ear (*refer to Bimodal Fitting Flow document within Custom Sound® Pro*)
07. **Save** with the sound processor on the patient's head and review **Battery Estimation**
08. Program a backup sound processor as needed



# Onboarding

## Objective

Provide required support and resources to patients that are ready and excited to use their new product

### Considerations

#### Cochlear recommendation

Cochlear has resources to help patients learn about their new device.

### Clinic effort

● LOW

### Experienced upgrade recipient

(2nd+ upgrade)

All patients with an email address receive a series of emails teaching them about their new upgrade.

Patients can also review our [device support page](#).

### New upgrade recipient

(1st upgrade)

Patient schedules time with a Recipient Solutions Manager (RSM) to learn more about their sound processor and other resources. The team provides the right resources and self-serve tools to increase patient satisfaction and confidence and decrease your non-billable hours.

**Appointments can be scheduled via your region-specific scheduling link.**

When a patient provides consent, a Clinic Patient Report will be sent to you after the consultation to facilitate transparency and cross-alignment on care.

### Clinic-driven approach

If your clinic prefers to be more involved with device onboarding, here are resources to support.

● ● ● ● ● HIGH

Additional resources:

- Watch the [onboarding video](#) to learn more about support offerings
- Refer your patients to our [unboxing videos](#) for a walk-through of the contents in their upgrade kit



# Hear now. And always

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 700,000 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.

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

† Information provided by Cochlear Americas regarding insurance coverage or reimbursement is provided as guidance only and is not intended as reimbursement or legal advice. Cochlear Americas makes no representation or warranty regarding such information or its completeness, accuracy, fitness for a particular purpose, or that following such guidance will result in any form of coverage or reimbursement from any insurer. Information presented is subject to change at any time. To be sure that you have the most current and applicable information available for your unique circumstances, please consult your own experts and seek your own legal advice regarding your reimbursement needs. In all cases, products or services billed must be medically necessary, actually performed and appropriately documented in the medical record.

‡ 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.

§ 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.

This material is intended for health professionals. If you are a consumer, 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.

For information regarding the sound processors, implants, operating systems and devices that are compatible with Cochlear's Remote Care services, visit [www.cochlear.com/compatibility](http://www.cochlear.com/compatibility)

Visit [www.cochlear.us/reimbursementhub](http://www.cochlear.us/reimbursementhub) for the most recent resources for coding, coverage, payment, and advocacy for cochlear implant, bone conduction, and connected care solutions.

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