

Cochlear Americas' Reimbursement & Insurance Services Team

The Reimbursement & Insurance Services Team is responsible for the processing and delivery of orders for external parts and accessories, and for limited repair services for the recipients of Cochlear Americas branded implantable hearing devices.

The Reimbursement & Insurance Services Team takes orders from recipients and assists recipients with the complexities of Private Insurance, Medicare and Medicaid coverage.

To be eligible to participate in Cochlear Americas' Reimbursement & Insurance Services, an individual must:

1. have been implanted with a Cochlear-branded implantable hearing device,
2. be covered by Private Insurance, Medicare and/or Medicaid.
3. be a resident of the United States or U.S. Territories.

Working with Private Insurance and Government Health Plans, such as Medicare and Medicaid requires cooperation among the recipient, the treating audiologist, and the Reimbursement & Insurance Services Team:

Recipient:

- Recipients must understand their Private Insurance, Medicare and/or Medicaid. Cochlear will help navigate these programs, and their limitations, as they apply to specific recipient needs; however, recipients should be familiar with the fundamental concepts of these insurance programs for the external parts and repairs associated with their implantable hearing devices. For Medicare beneficiaries, at the time of purchase recipients should be prepared to pay Cochlear the *(usually 20% of the Medicare fee schedule)* associated with the item or service ordered.
- Medicare will not cover cochlear parts, accessories or repairs for a recipient in a skilled nursing facility (SNF). It is the recipient's responsibility to notify Cochlear Americas of any change in residence or insurance payer. Recipients will be financially responsible for all charges for SNF residents.
- Additionally, Cochlear Americas is not contracted with certain state Medicaid programs or in certain instances the state Medicaid program may not cover cochlear parts accessories and services. Recipients will be directed to their clinic or other provider who may be contracted with the Medicaid program, if possible.

Audiologist:

- The treating audiologist will provide documentation supporting the medical necessity of the need for the parts, accessories and services requested by the recipient.
- The Reimbursement & Insurance Services Team will comply with all Private Insurance, Medicare and Medicaid coverage and billing guidelines, and will submit a claim in a timely fashion for the parts, accessories and services that the recipient orders. Cochlear will also work with the recipient, the audiologist, as needed, and any applicable health plans to facilitate coordination of benefits.

The Reimbursement & Insurance Services Team welcomes constructive comments regarding its parts, accessories, and services. Recipients are encouraged to contact the Reimbursement & Insurance Services Team directly regarding complaints by using the following toll free number: 877-279-5372. Calls will be handled in a responsive manner and in compliance with accreditation standards. Additionally, recipients may file a complaint regarding Cochlear's complaint handling policy and procedures with the Accreditation Commission for Health Care, Inc., 919-785-1214 or the state healthcare agency in their respective state.

When a part, accessory, or service is needed, the recipient, or his/her audiologist on the recipient's behalf, may contact the Reimbursement & Insurance Services Team by mail, fax, telephone, e-mail or online store. A member of the Reimbursement & Insurance Services Team will obtain information from the recipient needed to process the order and will verify the recipient's eligibility for coverage. Upon receipt of all necessary information and verification of coverage, Reimbursement & Insurance Services Team will ship the product to the recipient. Once the product has been shipped, Cochlear will submit a claim to the Private Insurance, Medicare, any applicable state Medicaid program.

For additional information or questions regarding the Reimbursement & Insurance Services Team, or to order a Cochlear Americas parts catalog with pricing, please contact:

Reimbursement & Insurance Services Team
Monday–Friday 6am - 6pm (*mountain time*)
Saturday 8am - 12pm (*mountain time*)
800-633-4667 option 2 (*telephone*)
866-706-8875 (*fax*)

E-mail at Reimbursement@Cochlear.com

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13059 East Peakview Avenue
Centennial, CO 80111
800-633-4667 Opt 2 (*toll free*)
303-790-9010 (*voice*)