

# STEPS TO UPGRADING YOUR Sound Processor



01.

## Determine if and when a sound processor upgrade is right for you

Is your existing processor out of warranty, lost or damaged beyond repair? Perhaps you are interested in the latest technology? Whatever the reason for upgrading, our specialists are here to help you through the process.



02.

## Gather information and understand your options

Determine which sound processor is best suited for your hearing needs and lifestyle.

[Nucleus® Family of Processors >](#)

[Baha® Family of Processors >](#)



03.

## Complete an order form

Download and complete the order form to help make your selections on color and accessory options.

[Nucleus 7 \(US\) >](#)

[Kanso 2 \(CA\) >](#)

[Nucleus 7 for N22 \(US\) >](#)

[Baha 6 Max \(US\) >](#)

[Kanso 2 \(US\) >](#)

[Baha 5 SuperPower \(US\) >](#)

[Nucleus 7 \(CA\) >](#)

[Baha 6 Max \(CA\) >](#)

[Nucleus 7 for N22 \(CA\) >](#)

[Baha 5 SuperPower \(CA\) >](#)



04.

## Send it to Cochlear

When you have your order form complete, you can email it to [customer@cochlear.com](mailto:customer@cochlear.com).

## If you are using Cochlear's Reimbursement and Insurance Services here's what you can expect.

01

Complete the necessary paperwork that was emailed to you when you submitted your order form.



02

Cochlear will request a **Letter of Medical Necessity (LMN)** from your **clinician**. This serves as a prescription and justifies they are medically necessary for your cochlear implant to continuously function. Keep in mind, health plans have their own definitions of what is considered medically necessary, but it typically includes anything that improves your hearing, or is required for the cochlear implant to function.



03

Cochlear's Reimbursement and Insurance Services team will **work directly with your health plan to collect all the necessary documentation to file your claim.**



04

Once we receive authorization from your insurance, we will **collect any coinsurance due and ship your sound processor.** You can expect it to arrive in 1-3 business days.



05

If you did not choose to have your processor pre-programmed, you will **need to schedule an appointment with your audiologist to have your device programmed.**



### Disclaimer

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. You will be responsible for paying any applicable coinsurance, deductible, or amounts not covered by your insurance to Cochlear. Coverage determinations and out-of-pocket costs may vary for individuals with private insurance.

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The Nucleus 7 Sound Processor is compatible with the Nucleus Profile Plus, Nucleus Profile Series, CI500 Series, CI24RE (Freedom) Series, CI24R, CI24M and CI22M implants.

The Kanso 2 Sound Processor is compatible with the Nucleus Profile Plus, Nucleus Profile Series, CI500 Series, CI24RE (Freedom) Series, CI24R and CI24M implants. The Kanso 2 Sound Processor will not be compatible with the Nucleus® 22 (N22) Implant due to the Kanso 2 Sound Processor's size and coil type.