



Clinic upgrade protocol

Cochlear implant
sound processors

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.

Counseling

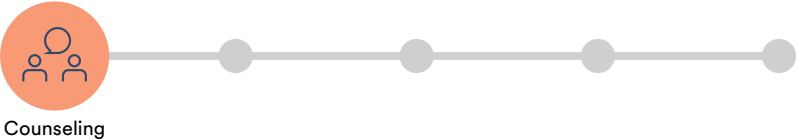
Objective

Patient understands eligibility and determines upgrade product and accessories

	Cochlear recommendation	Clinic-driven approach
Considerations	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.
Clinic effort	<div><div></div> LOW</div>	<div><div></div><div></div><div></div><div></div><div></div> HIGH</div>
Experienced upgrade recipient (2nd+ upgrade)	<p>Patient calls Cochlear to review eligibility criteria and product features.</p> <ul style="list-style-type: none">• Email: upgrade@cochlear.com• Call: 800 483 3123	<p>Review high-level eligibility criteria with patient. Check:</p> <ul style="list-style-type: none">• Warranty information available in myCochlear™ Professional (mCP)• Length of device use in Custom Sound® Pro
New upgrade recipient	<p>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.</p> <ul style="list-style-type: none">• Appointments can be scheduled at: cochlear.us/rs <p>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.</p>	<p>Additional resources:</p> <ul style="list-style-type: none">• Watch the eligibility video to learn more about insurance considerations• Watch the pre-upgrade counseling video to learn more about support offerings• Review the comparison chart which details the difference between sound processors

If you are uncertain about your patient’s current device status and eligibility requirements, you may consider a Remote Check appointment to re-establish care before proceeding with the upgrade process.*

To learn more about Remote Check, see page 6 or visit: www.cochlear.us/remotecare



Order placement

Objective

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

Clinical documentation

Objective

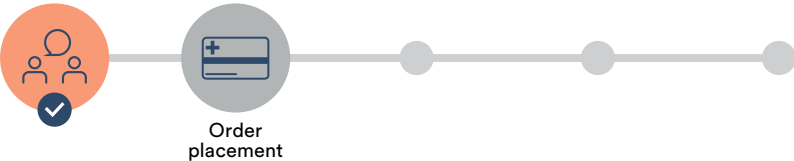
Identify eligibility requirements and provide the necessary clinical documentation and prescription

	Cochlear recommendation	Clinic-driven approach
Considerations	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.
Clinic effort	<div><div></div> LOW</div>	<div><div></div><div></div><div></div><div></div><div></div> HIGH</div>
All upgrade recipients	<p>Patients can start the order process through many pathways with Cochlear.</p> <ul style="list-style-type: none">• Online: cochlearstore.com• Email: upgrade@cochlear.com• Call: 800 483 3123 <p>This step may not be required for patients who attended an upgrade counseling session.</p>	<p>Clinician reviews and populated an order form alongside the patient and sends clinical chart notes.</p> <ul style="list-style-type: none">• Download order forms and submit to upgrade@cochlear.com• Call: 800 483 3123 <p>Additional resources:</p> <ul style="list-style-type: none">• Watch this video to learn more about order placement options• Review this step-by-step outline of the recipient upgrade journey

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 800 483 3123 or email upgrade@cochlear.com.



	Cochlear recommendation	Clinic-driven approach
Considerations	Cochlear will review the patient’s specific insurance requirements and will request clinical chart notes and a prescription to submit for authorization of a patient’s replacement sound processor. The team is also able to support your clinic in the event of an insurance denial or appeal.†	If your clinic does not send the chart notes when submitting the order form, Cochlear will request the necessary clinical documentation.
Clinic effort	<div><div></div> LOW</div>	<div><div></div><div></div><div></div><div></div><div></div> HIGH</div>
All upgrade recipients	<p>If you use SignHEAR powered by DocuSign®, Cochlear can initiate and send the request for clinical chart notes and the prescription through DocuSign® using your specified clinic signing preferences. From there, you can input the necessary information and electronically route for signatures.</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, the clinical chart notes and prescription can be provided or requested through email or fax.</p> <p><i>If you would like to begin using SignHEAR, contact signhear@cochlear.com</i></p>	<p>Initiating a replacement request with relevant clinical chart notes and a prescription from the medical doctor can be submitted via:</p> <ul style="list-style-type: none">• Email: upgrade@cochlear.com• Fax: 866 706 8876 <p>Additional resources:</p> <ul style="list-style-type: none">• Visit our reimbursement hub for more details about insurance requirements

If you are uncertain about the status of your patient’s device, you may consider a Remote Check 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 new upgraded 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**. Choose the current preferred MAP to convert:
OPTION 1: Single-click on the preferred MAP to convert, then use the top menu MAP → Convert MAP → <current sound processor> → <upgrade sound processor>
OPTION 2: Right-click on the preferred MAP and choose Convert MAP → <current sound processor> → <upgraded 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:
05. **Copy Previous** to recreate the former sound processor’s configuration
 - a. **Use Defaults** to apply the upgraded sound processor’s default configuration
06. Go **On Air** and adjust MAP if needed
07. Continue to the **Finalise** screen to apply program and sound processor settings:
 - a. Modify the default settings as follows: Program Slot 1: **SCAN 2 FF**, Program Slot 2: **SCAN 2^{†,§}**
 - b. Enable **SmartSound IQ** features including **Background Noise Reduction** and **Wind Noise Reduction**
 - c. In **Processor Settings**, allow **ForwardFocus[§]** and **Master Volume Bass and Treble (MVB^T)** as this will enable the patient to self-manage their sound tolerance and sound quality
08. **Save** with the sound processor on the patient’s head and review **Battery Estimation**
09. 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.

- **Schedule appointments at:** www.cochlear.us/rsm

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.

* Remote Check and Remote Assist for Nucleus sound processors 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 Check does not replace clinical care and does not involve remote programming of the sound processor. Only available at clinics that have enrolled in Remote Care.

† 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.

The content of this guideline is intended as a guide for information purposes only and does not replace or remove clinical judgment or the professional care and duty necessary for each specific recipient case. Clinical care carried out in accordance with this guideline should be provided within the context of locally available resources, expertise, and standards of care and practice.

For sound processor and app compatibility information, visit www.cochlear.com/compatibility.

Visit 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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