

Cochlear Americas Reimbursement & Insurance Services Recipient Bill of Rights and Responsibilities

The goal of Cochlear Americas' Reimbursement & Insurance Services Team is to treat our recipients in a dignified and responsive manner and establish a strong relationship with our recipients to show that we are committed to help them meet their ongoing needs associated with their Cochlear products. As part of Cochlear Americas' commitment to its recipients, Cochlear Americas currently sells parts, accessories and services to recipients of its products and also offers assistance with their Private Insurance, Medicare and Medicaid billing. To make this service work effectively, there are some things that Cochlear Americas is responsible for and there are some things that each recipient is responsible for. There are some things that Cochlear Americas has no control over, such as the laws that govern the provision of this service. The following provides some information about Cochlear Americas' responsibilities and the recipient's responsibilities.

Recipient Rights

One way in which we hope to reach our goal is to train all employees involved in Billing Services regarding the following recipient rights:

1. The recipient has the right to choose his/her own health care provider. Cochlear Americas provides access to parts, accessories, and services required to maintain function of the recipients' Cochlear implantable hearing device.
2. The recipient has the right to refuse service after informed consent and the consequences of refusing service are fully presented.
3. The recipient has the right to receive service, parts, accessories and repairs without discrimination as to race, ethnicity, national origin, religion, sex, age, disability or sexual orientation.
4. The recipient has the right to receive a copy of Cochlear Americas Notice of Privacy Practices describing ways in which Cochlear may use and disclose their Protected Health Information and be advised on Cochlear's policies and procedures regarding disclosure of clinical records.
5. The recipient has the right to be fully informed in advance about the part, accessory or service to be provided and any modifications that may occur.
6. The recipient has the right to be represented by a parent, guardian, family member or other conservator if the recipient is unable to fully participate in his or her decisions.
7. The recipient has the right to participate in the development of their care plan and any periodic revisions.
8. The recipient has the right to be informed, both orally and in writing, of charges, including payment expected by third parties and any charges for which the recipient will be responsible.
9. The recipient has the right to have their property and person treated with respect, consideration, dignity and in recognition of their individuality.
10. The recipient has the right to be informed of his or her responsibilities as they relate to the services provided to them by Cochlear Americas.
11. The recipient has the right to voice grievances or complaints regarding products, services, personnel or policies and to have the complaints investigated and resolved in a timely manner.
12. The recipient has the right to be free from mistreatment, neglect, or verbal, mental, sexual and physical abuse, including injuries of unknown source and misappropriation of recipient property.
13. The recipient has the right to be informed of any financial benefits Cochlear is receiving when referred to another company.

Recipient Responsibilities

Recipients of Cochlear Americas' products who order external parts, accessories and services are responsible to Cochlear Americas for the following:

1. To have necessary Medicare, Medicaid or private health plan insurance billing information at the time of order.
2. To provide additional documentation, if necessary to complete an order, in a timely manner.
3. To discuss their concerns with the Cochlear Americas representative when they lack a clear understanding of Medicare, Medicaid or private health plan benefits covering parts and repairs of Cochlear Americas' external products and what may be expected of them.
4. To pay their financial obligations associated with the purchase of parts and repairs, including out of pocket cost share and fees for non-covered services, in a timely manner.
5. To use their health plan benefits in an honest and ethical manner.
6. To work with their professional caregiver to facilitate adherence with federal, state and Cochlear Americas' referral procedures and to provide proper and necessary authorization for parts and repairs needed.
7. To respect loaned sound processors and other equipment, and return the loaned equipment in good working condition and in a timely manner.
8. To inform Cochlear Americas in the event of changes to name, address or health insurance status.