



Cochlear[®]

Hear now. And always



Clinic protocol

Cochlear implant replacement
sound processors



Introduction

This protocol outlines the steps and resources for clinicians to navigate sound processor replacements, which patients know as sound processor upgrades. For each stage of the process, the protocol provides the most efficient options based on your preferences and your patients' experience and comfort level.

Maintaining and reestablishing care

While there is not universal guidance across all payers, many insurance companies require that patients connect with their care team within the 24 months preceding a sound processor replacement claim submission. Determine when you last interacted with your patient and whether care needs to be reestablished either through a telehealth visit, like Remote Check, or an in-person appointment.

Connect with your patient to ensure your chart notes are detailed and up-to-date before initiating an order for a replacement sound processor, as recent clinical documentation on the patient's medical needs and device is a requirement for many payers.

Eligibility and counseling

Objective

Patient understands eligibility and chooses which sound processor and accessory they prefer

Considerations

Cochlear recommendation

Eligibility can be complex to navigate due to insurance requirements. Have your patient connect directly with Cochlear to navigate individual insurance eligibility.

Clinic effort

● LOW

Experienced upgrade recipient

(2nd+ upgrade)

Patient contacts Cochlear to review eligibility criteria and product features.

- **Email: upgrade@cochlear.com**
- **Call: 800 483 3123**

New upgrade recipient

Schedule a time for your patient to discuss eligibility and device choice with a Cochlear Upgrade Solutions Specialist. Once eligibility is confirmed, they can complete an order form with your patient.

- **Appointments can be scheduled by your practice for your patients at: [cochlear.us/rs](https://www.cochlear.us/rs)**

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 the eligibility review, Cochlear offers resources to support the process.

● ● ● ● ● HIGH

Review high-level eligibility criteria with your patient. Check:

- Warranty information in [myCochlear™ Professional \(mCP\)](#)
- Length of device use in [Custom Sound® Pro](#)
- Is your patient's sound processor in good working order?
- How well is your patient's sound processor meeting their needs, including for daily living?

Additional resources:

- 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 reestablish care before proceeding with the upgrade process.*

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



Counseling

Order placement

Objective

Patient places the order, and all parties understand their roles in the process

Considerations

Patient-initiated order

By placing an order directly with Cochlear, your patient will receive information on upgrade order process expectations and timelines.

Clinic effort

● LOW

All upgrade recipients

Patients can start the order process through many pathways with Cochlear.

- **Online:** cochlearstore.com
- **Email:** upgrade@cochlear.com
- **Call:** 800 483 3123

This step may not be required for patients who attended an upgrade counseling session.

Clinician-initiated order

If your clinic prefers to be more involved with order placement, Cochlear offers resources to support the order process.

● ● ● ● ● HIGH

Clinician reviews and populates an order form alongside your patient and sends clinical chart notes to Cochlear.

- **Download order form and submit to** upgrade@cochlear.com
- **Call:** 800 483 3123

Additional resources:

- Watch [this video](#) to learn more about order placement options

Consider recommending [Cochlear's Ready-to-Wear^ service](#) for patients with up-to-date MAPs.

Did you know?

Once a replacement sound processor order is submitted, it takes 6–8 weeks to complete. For any questions regarding order status, professionals can email upgrade@cochlear.com.



Order placement

Clinical documentation

Objective

Identify insurance requirements and provide the necessary clinical documentation and prescription

Considerations

Cochlear recommendation

Cochlear will review your patient's specific insurance requirements and request clinical chart notes and a prescription to submit for authorization. The chart notes, which must indicate medical necessity for a replacement sound processor, should be provided by the audiologist, and the prescription must be signed by a medical doctor. The team is also able to support your clinic in the event of an insurance denial or appeal.*

Clinic effort

● LOW

All upgrade recipients

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.

SignHEAR powered by DocuSign helps to ensure that all required information is captured in a timely and efficient manner.

If you are not using SignHEAR, the clinical chart notes and prescription can be provided or requested through email or fax.

Clinic-driven approach

If your clinic does not send the chart notes when submitting the order form, Cochlear will request the necessary clinical documentation at this stage in the process.

● ● ● ● ● HIGH

Initiate a replacement request with relevant clinical chart notes and a prescription from the medical doctor, which can be submitted via:

- **Email:** upgrade@cochlear.com
- **Fax:** 866 706 8876

Additional resources:

- Visit our [reimbursement hub](#)¹¹ for more details about insurance requirements
- Watch [this video](#) to learn more about clinical documentation
- Review the guidance on including [clinical chart notes](#)

If you are uncertain about the status of your patient's device, you may consider a Remote Check appointment to reestablish care before proceeding with a replacement sound processor order.



Programming

Objective

Patients can wear their new device as soon as they receive it without sacrificing the advanced features

Considerations

Cochlear recommendation

Choose Ready-to-Wear, free of charge, to have your patients' programs pre-loaded to the device before it ships so they can wear it upon arrival.

You'll receive a DocuSign with the request, and can also approve the enablement of SCAN 2⁺ with automated ForwardFocus^s for your patient.

If programming adjustments are needed, consider a Remote Care appointment.

In-person appointments are needed to link a compatible[®] ReSound⁺ hearing aid to use smart bimodal streaming.

Clinic effort

● LOW

Additional resources

- [Ready-to-Wear ProNews Article](#)
- [Ready-to-Wear FAQs for Professionals](#)
- [Ready-to-Wear Hear and Now article for patients](#)

Clinic-driven approach

Some patients and clinics prefer an in-person programming appointment when the patient receives their replacement sound processor.

Ensure patients arrive prepared for this appointment by using:

Patient pre-work

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

● ● ● ● ● HIGH



Onboarding

Objective

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

Considerations

Cochlear recommendation

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

Clinic effort

● LOW

Experienced upgrade recipient

(2nd+ upgrade)

All patients with a valid email address on file with Cochlear 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 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



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 helped more than 750,000 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 for Nucleus sound processors is approved for all ages, however certain tests are not suitable for ages below 6. Remote Check does not replace clinical care and does not involve remote programming of the sound processor. Remote Assist for Nucleus sound processors is approved 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. 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.

|| 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.

^ Ready-to-Wear is available to recipients age 5 or older. The Ready-to-Wear service is not available for hybrid externals and certain implant types. For bimodal recipients with a compatible ReSound hearing aid to take advantage of smart bimodal streaming, they will need to visit their clinician to have the hearing aid and sound processor re-linked.

‡ 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.

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

+ ReSound is a trademark of GN Hearing A/S.

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.

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