

Cochlear Recipient Services & Support Directory

As you explore the world of sound around you, our goal is to help empower and develop self-reliance, allowing you to take ownership of your hearing journey. This directory will provide an overview of the tools and resources that may be needed along your hearing journey.



Create a Universal Log-in and Password:

As a first step we recommend creating your Cochlear universal login and password using one of the options below. This login and password will give you universal access to all Cochlear related applications, support information and resources for Cochlear™ Implant recipients.

1. Visit Cochlear.com/us/Cochlear-family and select activate my account. Once you have set up your account select login to enter your information for subsequent visits.

Note: When activating your account, you will need to use the email that was provided to your audiologist/clinic and use your legal name. If you don't remember what email you provided please call Cochlear Customer Service for assistance.

- We suggest bookmarking the Cochlear Family site, Cochlear.com/us/Cochlear-family, to make it easy to access when needs arise.
- Save your login and password in a secure location.
- Once set up, you have universal access to all Cochlear related applications including:
 - **MyCochlear Recipient:** Logging in will provide access to your personalized equipment and warranty information.
 - **Cochlear Online Store:** Visit the store 24/7 by logging in to purchase accessories, maintenance items and more! Orders over \$50 receive free shipping.
 - **Cochlear™ Nucleus® Smart App¹:** Recipients with the Cochlear™ Nucleus® 7 Sound Processors may download the Cochlear Nucleus® Smart App from Apple® iTunes® App Store or Google Play™ from a compatible device.
 - **Bring Back the Beat™ App:** Download from Apple iTunes App Store or Google Play. It is a free, fun, interactive app designed to provide music appreciation hearing therapy activities for cochlear implant recipients.

2. If you currently use a Cochlear Nucleus 7 Sound Processor and have previously downloaded the Cochlear Nucleus Smart App on iTunes or Google Play, the login and password that you set up through the app is your universal login and password. Now visit Cochlear.com/us/Cochlear-family and log in to discover more!

Hear now. And always





Cochlear Family:

Cochlear Family, [Cochlear.com/us/Cochlear-family](https://www.cochlear.com/us/cochlear-family), houses resources and tools to get you started. It will be your main resource for your personal equipment information, hearing therapy tools along with many other support materials that will help you along your lifetime journey with Cochlear including what to expect and life with a Cochlear implant.



Learning About Your Processor and Accessories:

There can be a lot to learn when first getting started with your processor and accessories. A great place to start is by visiting www.Cochlear.us/DeviceSupport



Did you know Cochlear also has a YouTube channel that houses “how-to” and many other helpful videos? There are playlists for the Nucleus 7 and Cochlear Nucleus Kanso® Sound Processors. Watching these videos will provide guidance and may help to answer the questions you have.

www.Cochlear.us/HowToVideosN7

www.Cochlear.us/HowToVideosKanso



If the how-to videos are not providing the assistance you need try visiting our Troubleshooting page for additional support. www.Cochlear.us/Troubleshoot



Hearing Therapy Resources:

We want you to hear your best. So, along your journey you may need some practice with your new way of hearing. You can find self-paced hearing therapy tools when logging into [Cochlear.com/us/cochlear-family](https://www.Cochlear.com/us/cochlear-family), under the Hearing Therapy tab, look for the Practice Tools button. Resources are also available at [Cochlear.com/us/communication-corner](https://www.Cochlear.com/us/communication-corner). We also highly suggest the following:

1. Adult Home-Based Hearing Therapy Manual

This manual contains exercises for adult recipients to complete at home following coordination of a hearing therapy plan with their clinician. View here: www.Cochlear.us/HearingTherapy101

2. Telephone with Confidence

This simple hearing therapy training tool can be utilized to help you gain back your confidence with use of the telephone and your cochlear implant. Select the Adult category on [Cochlear.com/us/communication-corner](https://www.Cochlear.com/us/communication-corner)

3. Bring Back the Beat App (Download from iTunes App Store or Google Play. The app requires your universal login.)

The app provides five different activities ranging from simple to complex for improving music appreciation, pitch perception and reconnecting to the joy of music.





Customer Support:

Day to day wear and tear or other unique circumstances may create a need to utilize your sound processor warranty. You can check out the details of your warranty when you use your universal login on Cochlear Family. However, if you need help submitting a claim for warranty benefits our knowledgeable Customer Service team can help walk you through the process. They can assist in placing orders for new equipment if necessary and can help even after your warranty expires. They can also assist in finding out if batteries, cables and coils are covered under your insurance plans. Visit this link, www.Cochlear.us/InsuranceSupportCenter to learn more about Cochlear's Reimbursement and Insurance Services. Orders for these items can also be placed online through the Cochlear Store.

Email Customer@Cochlear.com or call 1-800-483-3123



Future Technology:

Throughout your lifetime, Cochlear will continue to innovate new sound processor technology that is compatible with your current implant and will not require additional surgery. Typically, every five years, insurance providers may even cover 70-80% of the costs of the new technology. We have a dedicated team of Reimbursement and Insurance Specialists here to help you through the insurance process when you are ready to move into new technology.

Email Recipient@Cochlear.com or call 1-800-483-3123



Let's stay connected:

As a Cochlear Implant recipient, you are part of a bigger family and we want to stay connected with you. Stay in touch by following our social platforms to hear the latest news from Cochlear and connect with other recipients. Now that you have your universal log-in and password you will also receive a monthly informational eNewsletter. You may also want to subscribe to our Hear & Now blog. You can do this by visiting HearAndNow.CochlearAmericas.com to subscribe.

The Nucleus 7 Sound Processor is compatible with the Nucleus Profile Series, CI500 Series, CI24RE (Freedom) Series, CI24R and CI24M implants. The timeframe for Nucleus 7 Sound Processor compatibility for other implants depends on research and development timelines, manufacturing processes and regulatory approvals.

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

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1-The Cochlear Nucleus Smart App is available on App Store and Google Play. For compatibility information visit www.cochlear.com/compatibility.

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As of Feb 1, 2018, Cochlear provides direct insurance billing support for many major private insurance plans, Medicare, Medicaid† (including HMOs) and Tricare for repairs, parts and accessories. Cochlear's full-service billing support is available for recipients who are covered under one of the plans with whom Cochlear is contracted. If you would like to place an order for a replacement part or accessory, please keep in mind orders may take up to 2 weeks to process and ship, so please plan ahead.

Cochlear is currently enrolled with Medicaid programs in the following states: AZ, CA, CO, CT, DC, DE, FL, GA, IA, ID, IL, IN, KS, KY, LA, MD, ME, MI, MN, MS, MT, NC, NE, NJ, NM, NV, NY, OH, OK, OR, PA, SC, SD, TN, TX, UT, VA, VT, WA, WI, WV, and WY.

www.Cochlear.com/US

Follow us on    

Cochlear Americas
13059 East Peakview Avenue
Centennial, CO 80111 USA
Telephone: 1 303 790 9010
Support: 1 800 483 3123

New Address Effective April 1, 2020
10350 Park Meadows Drive
Lone Tree, CO 80124 USA
Telephone: 1 303 790 9010
Support: 1 800 483 3123

Cochlear Canada Inc.
2500-120 Adelaide Street West
Toronto, ON M5H 1T1 Canada
Support: 1 800 483 3123

