

Equipment Upgrade Information

Hearing technology is constantly evolving to provide patients with better access to listening in challenging environments and improving ease of use. If you have been utilizing your current sound processor for over 5 years and/or your current processor has been deemed “obsolete” from your manufacturer, you may be eligible for upgraded technology. (Please see contact information below.)

Upgrade Steps:

1. Contact your manufacturer to inquire about the age of your current device(s) if you are unsure if you are eligible for an upgrade.
2. If you are eligible for an upgrade, contact your manufacturer to begin the process. They will help you complete an order form to select equipment style and color as well as accessories.
3. Your CI team will be sent a request to complete a Letter of Medical Necessity (LMN) for your insurance. ***Note: Many insurances require recent testing before the LMN can be submitted. If you have not had an appointment within the past year or two, you may be required to come in.***
4. Once the LMN is completed, your manufacturer request authorization. Upon authorization you will be informed of any out-of-pocket responsibility.
5. Some manufacturers have the option for new equipment to be sent directly to you, programmed with your most recent settings. If this is not an option, the equipment will be sent to our clinic, and you will be contacted to schedule an appointment.
6. With a new sound processor, you will need to pair it to any accessories, app, or phone that you use. If you need assistance with this, you can schedule an upgrade appointment with our Cochlear Implant Coordinator at the time of pick-up.
7. Even if you receive a programmed processor at home, there may be times where an in-person appointment may be necessary to activate new features that were unavailable in your previous generation of processor. Your audiologist can help guide you if this is necessary. You may still confidently wear the preprogrammed processor until the follow up appointment. We just want to ensure that you take advantage of all the benefits and features of your new processor.

To schedule an appointment with our clinic, contact us at 443-849-8400.

Manufacturer Contact Information:

Cochlear Americas

1-800-483-3123

customer@cochlear.com

Advanced Bionics

1-866-844-4327

hear@advancedbionics.com

MED-EL

1-888-633-3524

Customerservice.us@medel.com