

Boosting Patient Care with Digital Tools: Practical Solutions for Your Clinic

Webinar FAQs

- **How to ask a question:**
 - Click Q&A, type your question and Send.
- **Resources Tab:**
 - Download the course handout
 - Link to course information page
 - View presenter information
- **How to view captions:**
 - Click Show Caption CC Button
- **How to earn CEUs:**
 - After the webinar, go to your Pending Courses and pass the multiple-choice exam.
- **For assistance or tech support:**
 - Call 800-753-2160
 - customerexperience@continued.com
 - Use the Q&A window



Boosting Patient Care with Digital Tools: Practical Solutions for Your Clinic

September 17, 2025



Learning Outcomes

- After this course, participants will be able to explain two benefits of using digital tools, like Remote Programming and SoundSuccess, for cochlear implant recipients.
- After this course, participants will be able to describe two benefits of using digital tools, like Remote Programming and SoundSuccess, for healthcare professionals who work with cochlear implant recipients.
- After this course, participants will be able to list three digital tools from Advanced Bionics.



Risks/Benefits

- The applicability and accuracy of the course content may vary by the clinical, geographical, and cultural context; you should evaluate the course accordingly.
- As healthcare is rapidly evolving, new findings may change the validity of the information presented in this course. Providers should always consult the latest research and guidelines from professional associations.
- The interventions discussed in this course may be limited in generalizability, requiring practitioners to consider specific individual and population factors.
- The course may not cover all possible risk factors, diagnostic methods, or treatment options, and complex cases may require additional considerations.
- Healthcare providers should apply cultural competence and sensitivity to ensure effective and respectful care based on their patients' diverse needs.
- Providers should always evaluate the limitations of diagnostic and screening tools, considering their potential for false results as well as any ethical implications.
- It is the responsibility of course participants to critically evaluate the evidence from multiple sources to guide professional practice.

Professional Panelists



Ariel Brownlee

Audiologist
Advent Health Medical Group



Blair Richlin

Senior SLP and AVT
Mass Eye and Ear



Meaghan Reed

Director of Clinical Audiology
Mass Eye and Ear



Jim Dornhoffer

Neurotologist
Mayo Clinic



Disclosures

Ariel Brownlee is a paid consultant for Advanced Bionics.

Meaghan Reed has no relevant financial or non-financial relationships.

Blair Richlin is a paid consultant for Advanced Bionics.

James Dornhoffer is a paid consultant for Advanced Bionics.

Lori Hambrick is a paid employee of Advanced Bionics. Advanced Bionics is the manufacturer of the Marvel CI Portfolio of Solutions. No relevant non-financial relationship exists.

COURSE FEEDBACK

Please share your feedback!

Please complete a short survey.



We
appreciate
your
feedback!

<https://forms.cloud.microsoft/e/wM8wWPqfNC>

Getting To Know You

What kind of
hearing healthcare
professional are you?





Getting To Know You

How frequently are you using
digital tools for patient care
services in your clinical practice
(e.g., apps, remote services, etc.)?



What technology
were you reluctant to
use at first but now
rely on daily?



Advanced DigiCare

PHONAK 
HearingSuccess
Connect to the sounds of life

SoundSuccess™
rehabilitation resource



 **Express**



THE Listening Room™





Extend Your Care Beyond Your Office Walls

Reducing geographical, cost, and logistical barriers



Advanced
DigiCare

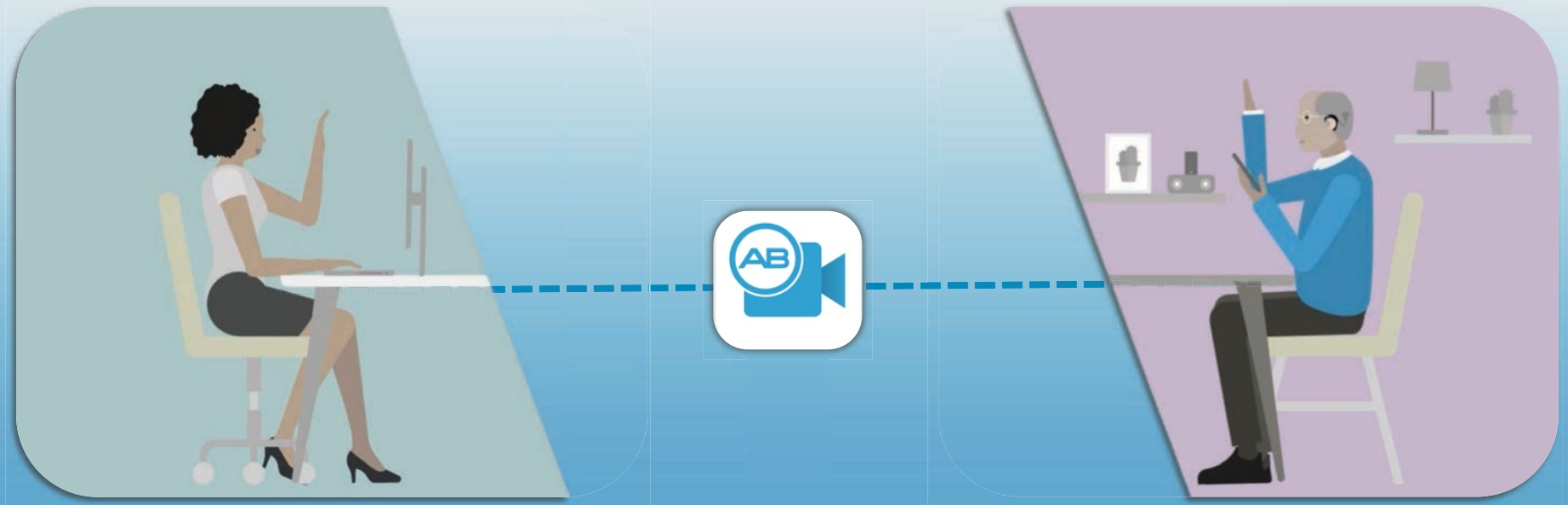




Image from rawpixel.com



Only AB can offer **complete Remote Programming** due to Marvel CI's unique Bluetooth® capabilities.

The AB Remote Support app turns the recipient's smartphone into a wireless programming interface for Remote Programming.



Product and service availability varies by region. These slides have been prepared for the BCIG 2025, April 1st – 2nd, London, UK, and are not for promotional purposes, but for scientific purposes only. You must not copy, reproduce, distribute, publish, display, perform, modify, create derivative works, transmit, or in any way exploit any such content. Product shown in the slides is an early test build only and not the final product.

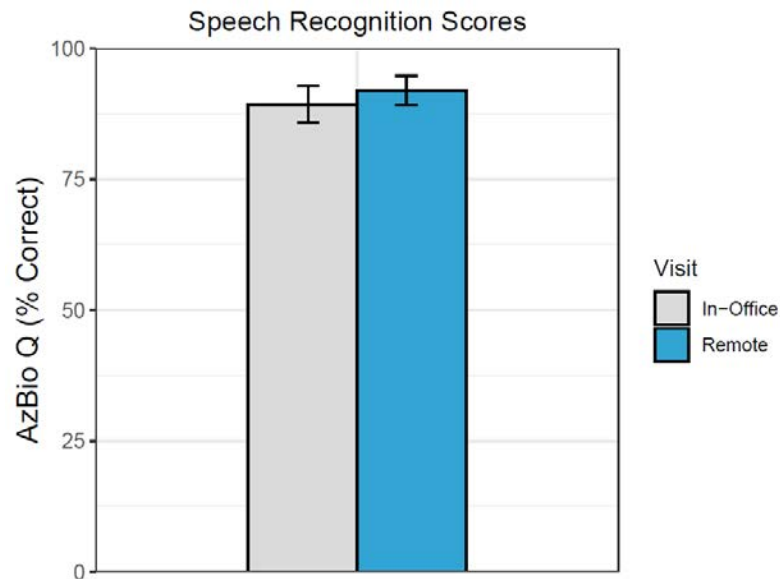
Remote Programming





Remote Programming Publication

Multi-center pivotal clinical trial



Clinical outcomes with Remote Programming no different than in-person programming.



Fitting durations were similar for each listening modality.



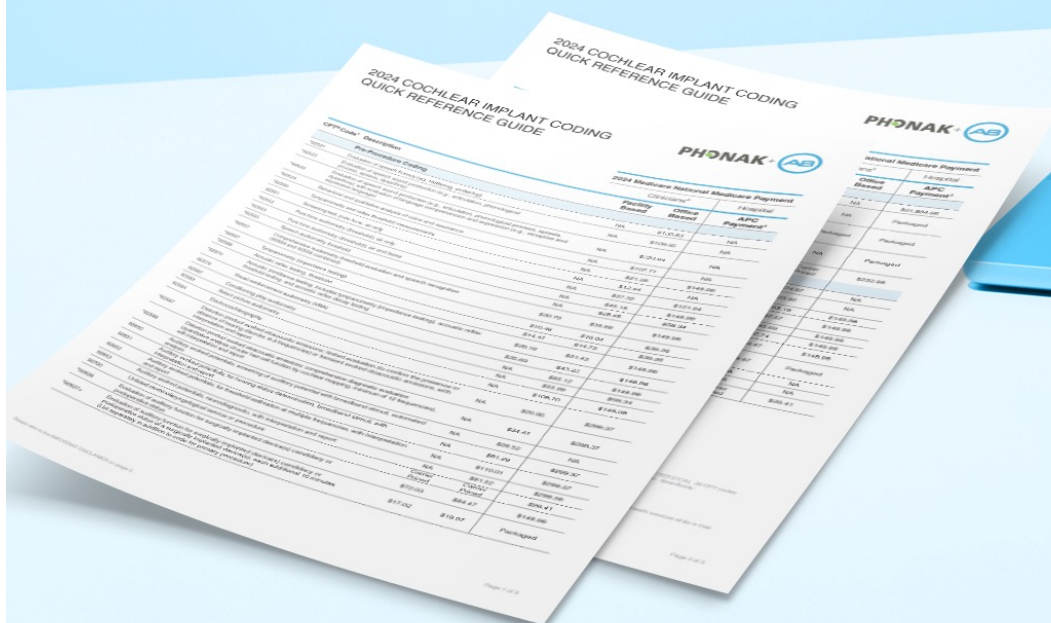
Questionnaire:
Total time spent during a typical CI in-person visit ranged from 1 to more than 4 hours for 88.2% of study participants

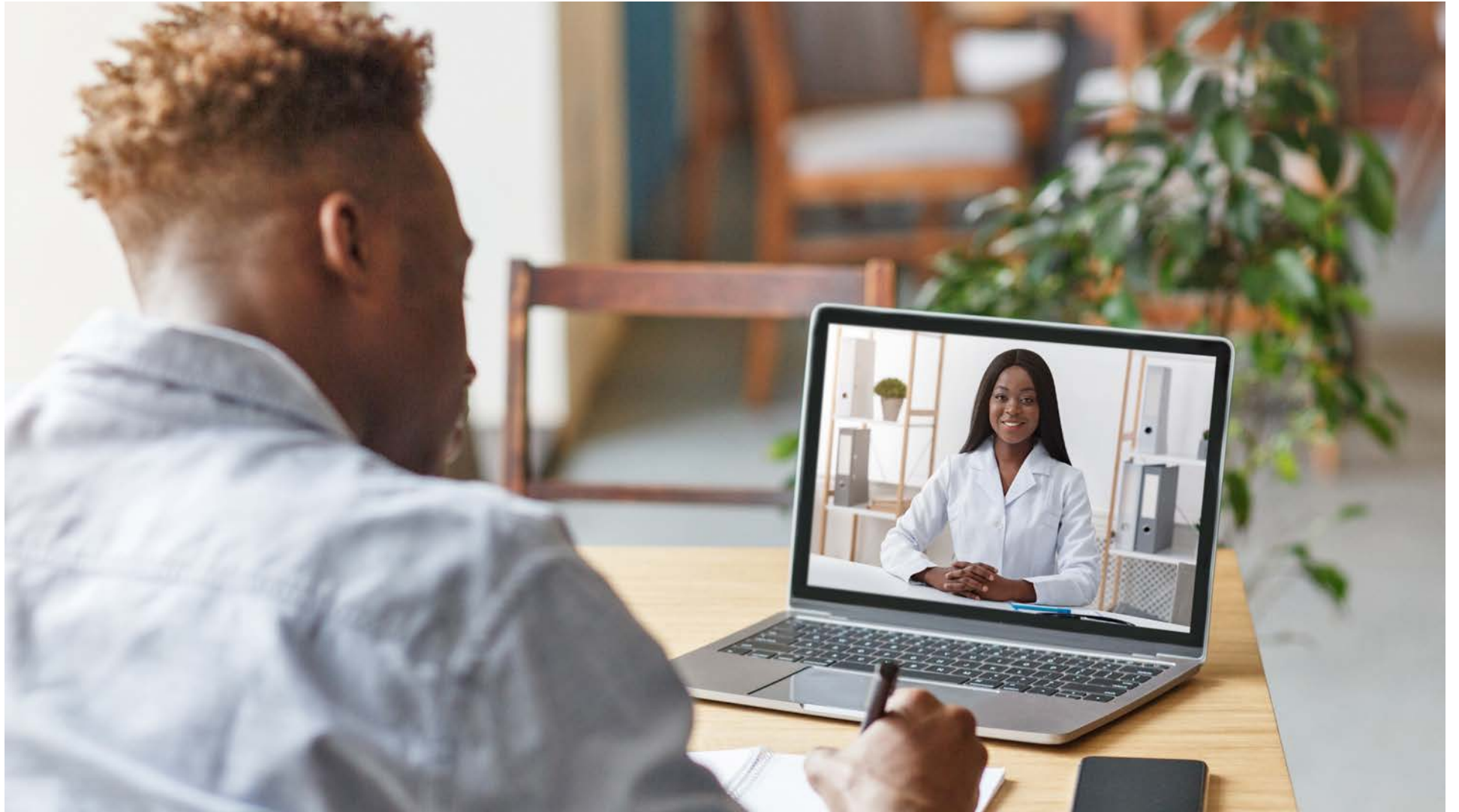


Attitudes towards Remote Programming were positive

Remote Programming offers patients increased convenience and ease of access to care.

Morton, S., Dwyer, B., Dwyer, N., Holden, L., Iannuzzi, K., Lewis, K., Nelson, M., Brown, C., Agrawal, S., Stein, A., Passmore, C., Galster, J., Zlomke, S., & Firszt, J. (2025). Remote programming of adult and pediatric cochlear implant recipients: Clinical trial results. *Otology & Neurotology Open*, 5(3). <https://doi.org/10.1097/ono.0000000000000073>



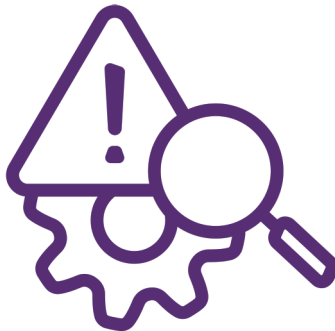


Aural Rehabilitation

**Sensory
Management**



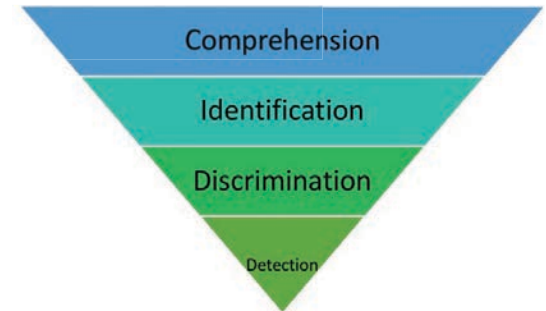
Instruction



Troubleshooting

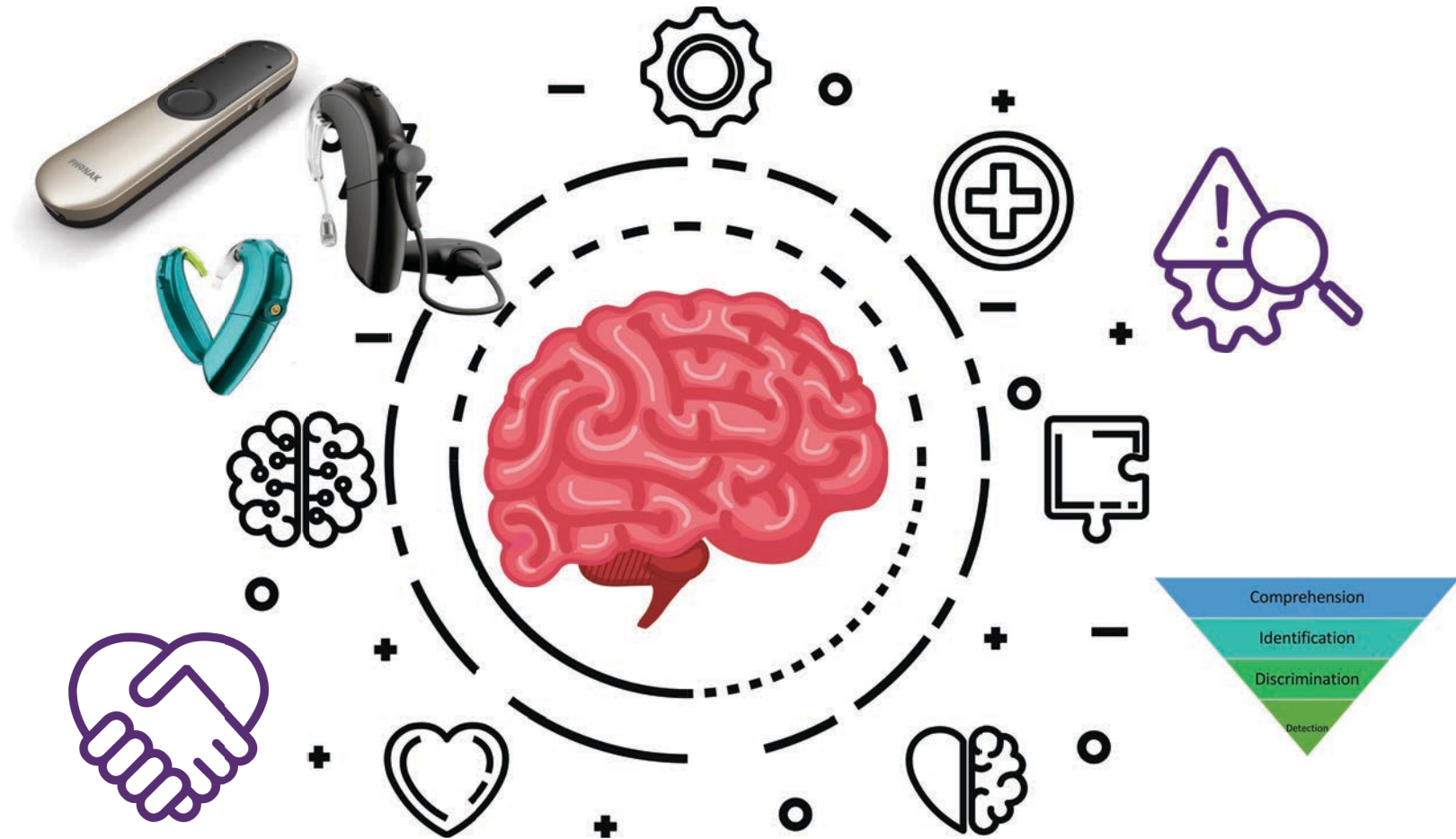


Support

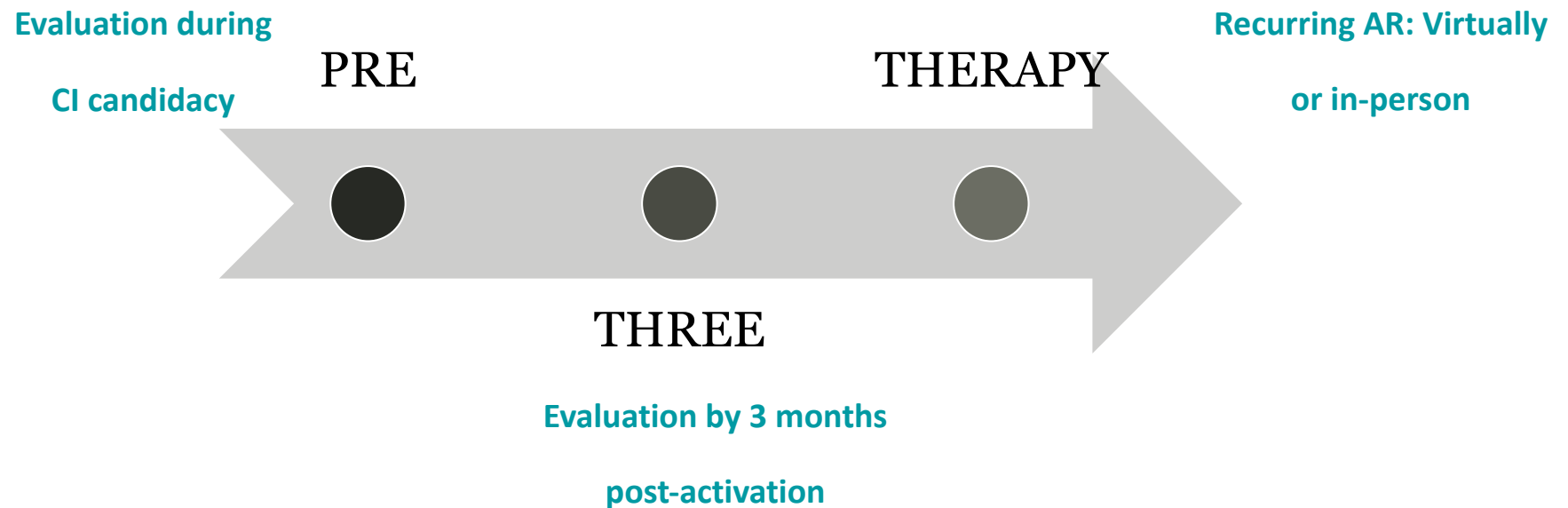


Auditory Training

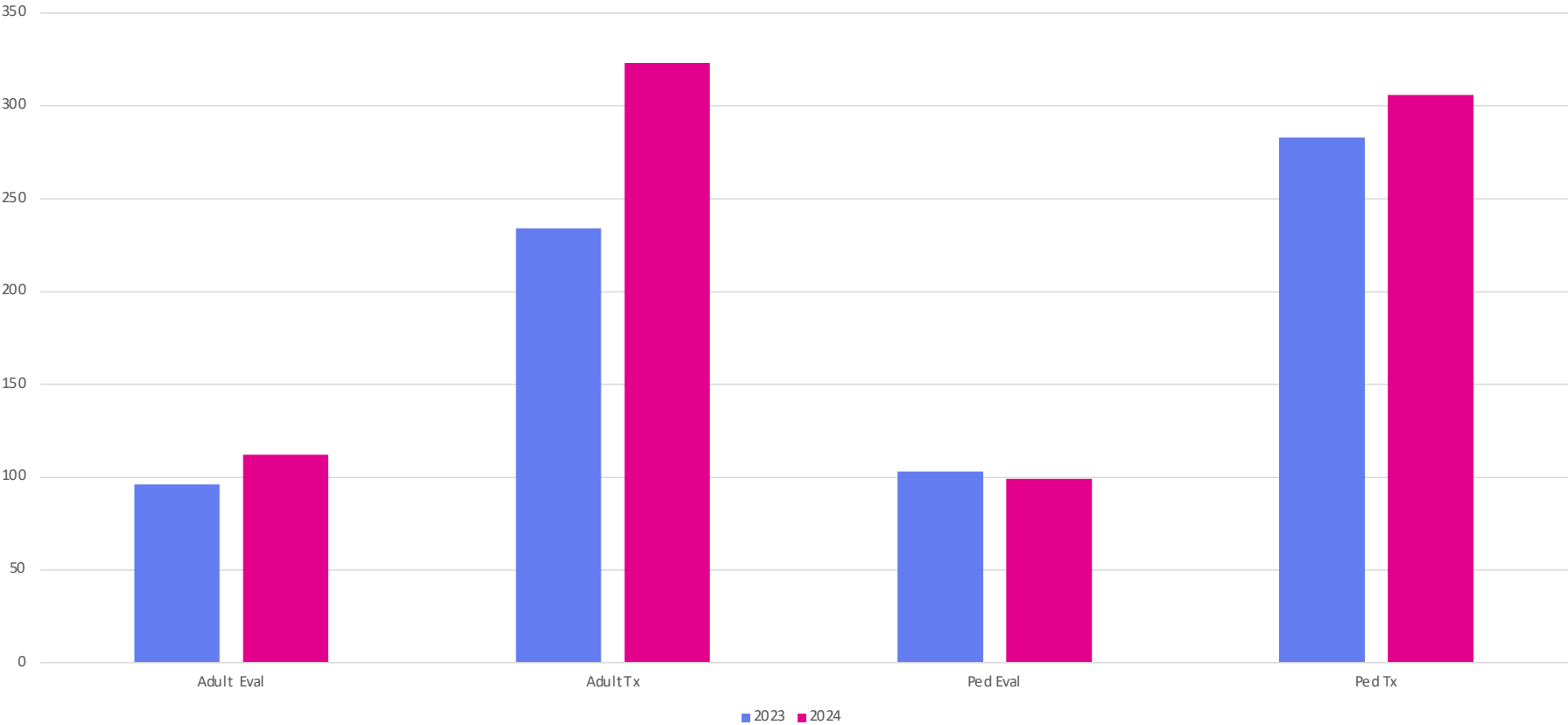
Aural Rehabilitation



ADULT CI Protocol



Adult vs. Pediatric



Year 1 billing for Auditory Rehabilitation services

92507 (treatment of speech, language, voice, communication, and/or auditory processing disorder) and **92523** (speech sound production and language evaluation) primarily used as codes for Evaluation and Therapy

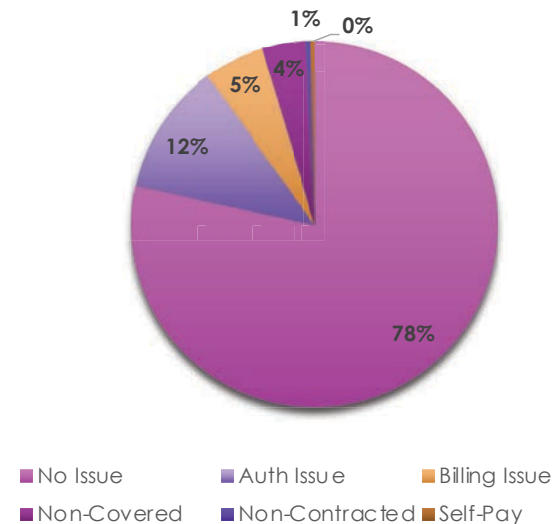
78%

Of claims paid out as expected

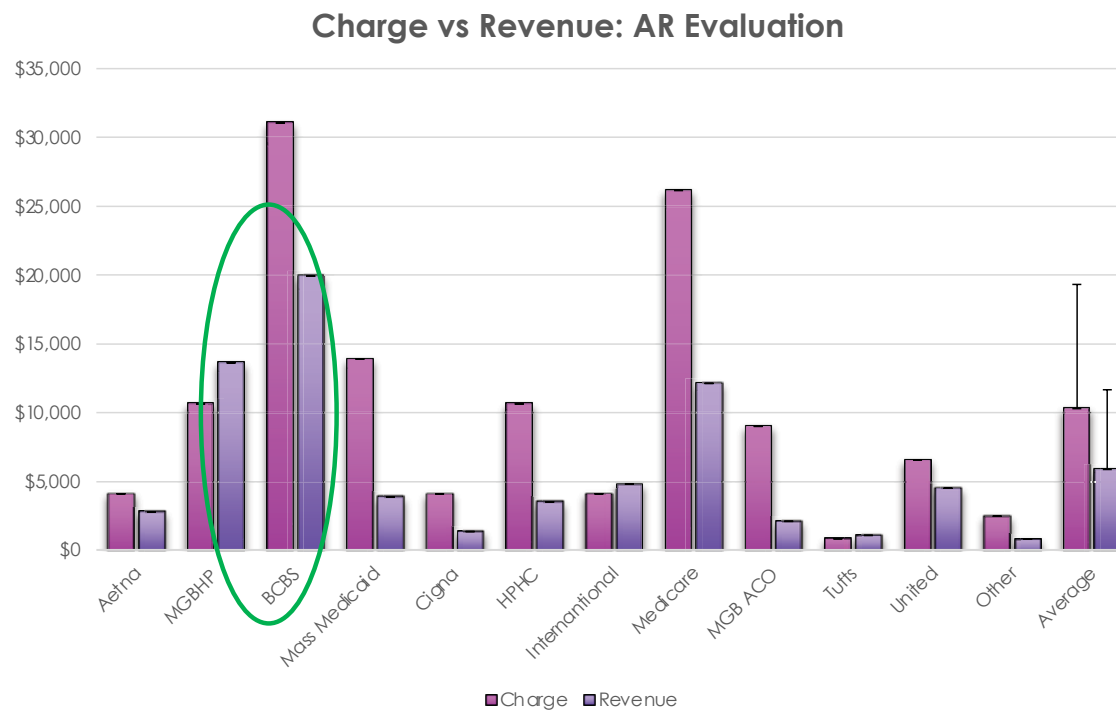
- 12% related to missing prior authorizations- working with pre-certification coordinator to address
- 5% related to some billing issues with Medicare
- 4% are non-covered



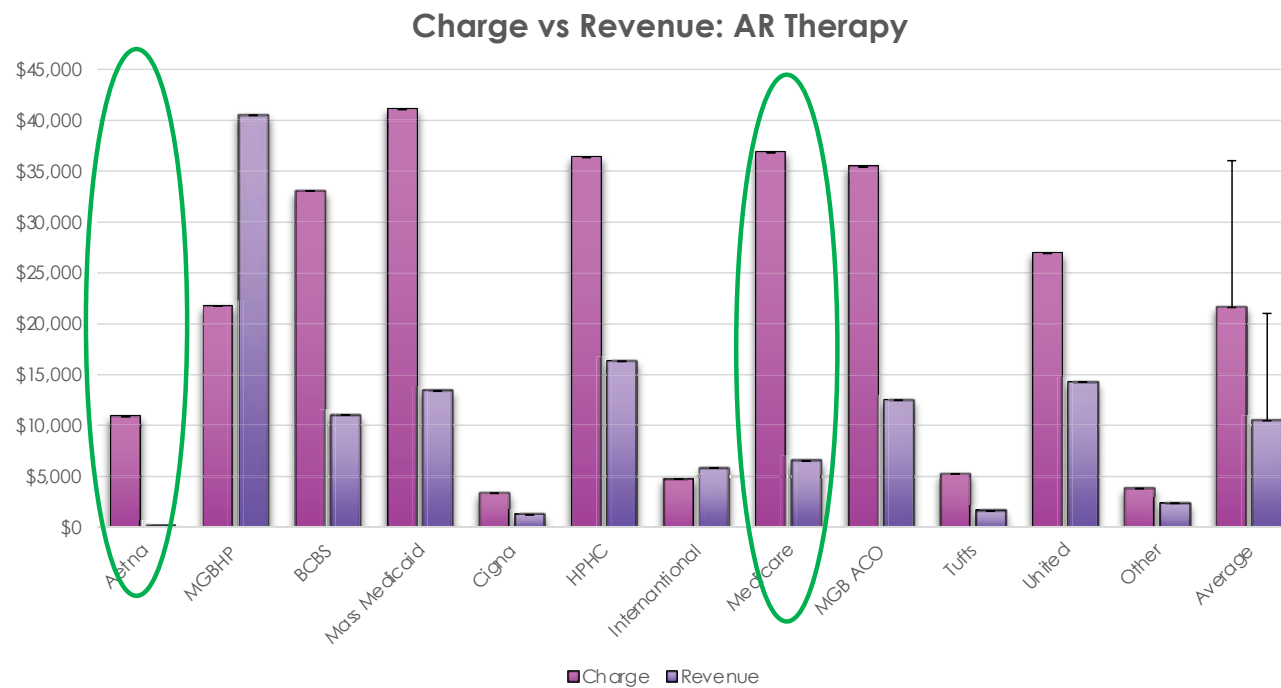
Year 1 Summary



Reimbursement/Revenue Evaluations

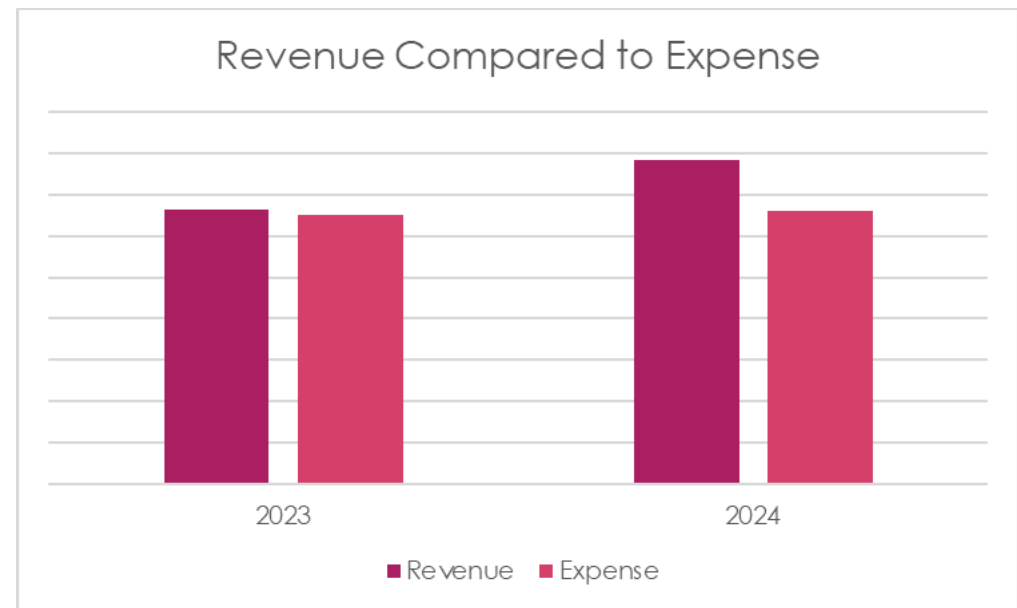


Reimbursement/Revenue Therapy



Tips for Billing and Reimbursement

- Simplify your billing process
- Consider a sample script or form to ensure insurance coverage
- Check payor policies
- Confirm CPT and ICD-10 Codes
- Negotiate with your payors
- Review your practice's payor mix





Advanced DigiCare

PHONAK 
HearingSuccess
Connect to the sounds of life

SoundSuccess™
rehabilitation resource

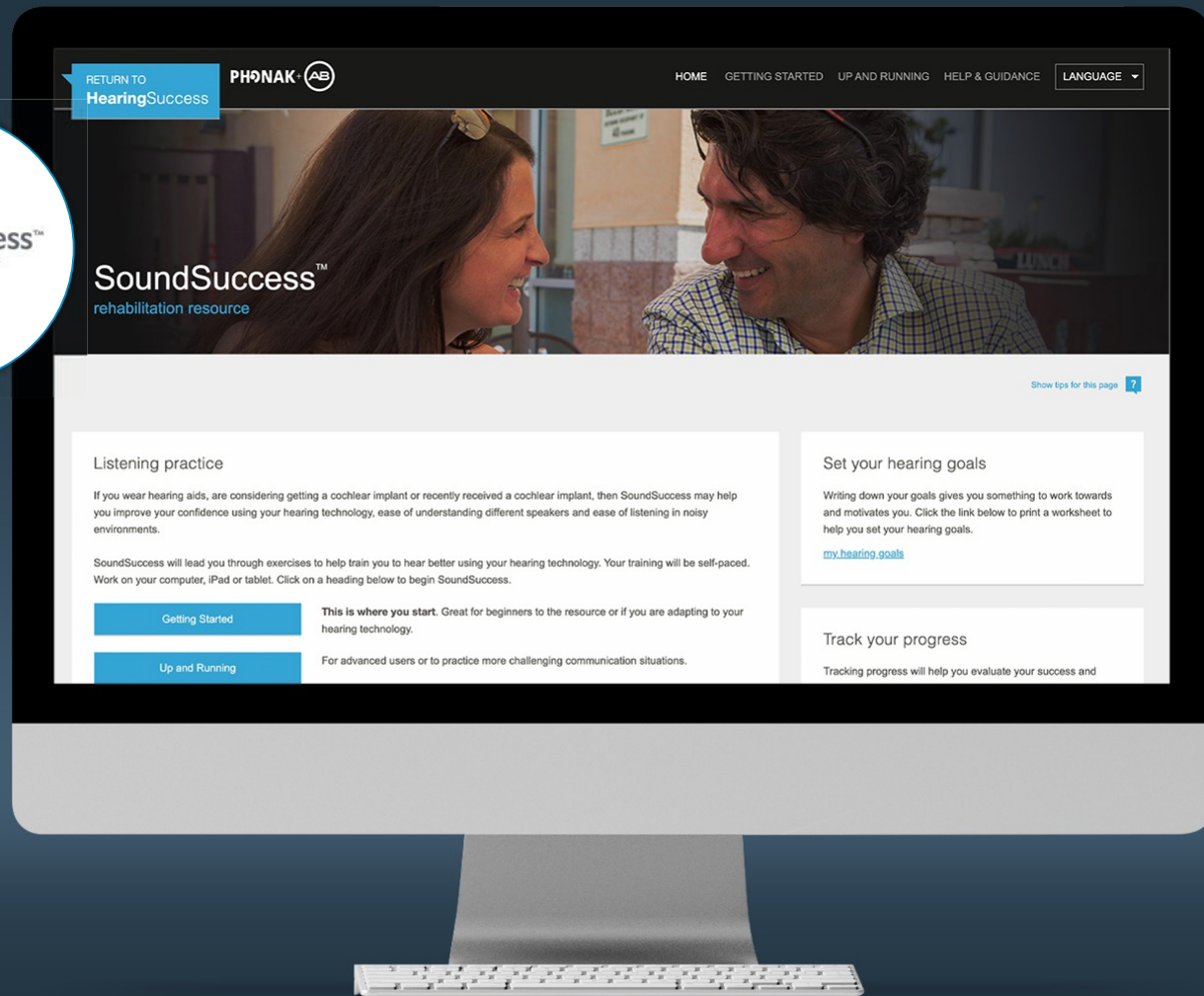


 **Express**

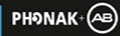


THE Listening Room™





RETURN TO
HearingSuccess



HOME GETTING STARTED UP AND RUNNING HELP & GUIDANCE LANGUAGE

SoundSuccess™

rehabilitation resource

Show tips for this page ?

Listening practice

If you wear hearing aids, are considering getting a cochlear implant or recently received a cochlear implant, then SoundSuccess may help you improve your confidence using your hearing technology, ease of understanding different speakers and ease of listening in noisy environments.

SoundSuccess will lead you through exercises to help train you to hear better using your hearing technology. Your training will be self-paced. Work on your computer, iPad or tablet. Click on a heading below to begin SoundSuccess.

Getting Started

This is where you start. Great for beginners to the resource or if you are adapting to your hearing technology.

Up and Running

For advanced users or to practice more challenging communication situations.

Set your hearing goals

Writing down your goals gives you something to work towards and motivates you. Click the link below to print a worksheet to help you set your hearing goals.

[my.hearing.goals](#)

Track your progress

Tracking progress will help you evaluate your success and



Preliminary 3 months outcomes from a RTC of SoundSuccess™

Application usage by experimental arm:

Avg use by 3 months

- Total: 19.9 hours $\pm$ 45 hours
- Per week: 2.8 hours $\pm$ 6.5 hours

Pattern of exercise usage by 3 months

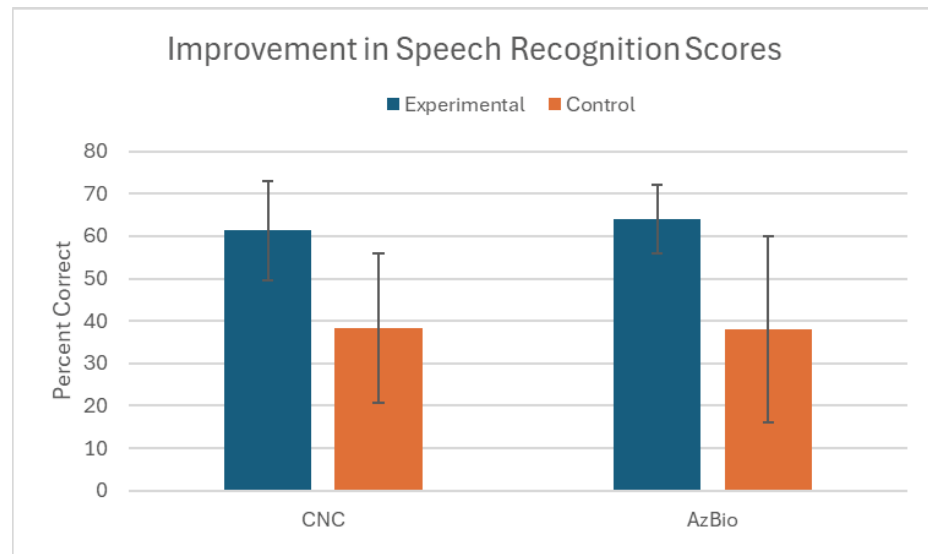
- 2 used only “topical sentences”
- 1 used “topical sentences” and “conversations”
- 3 used all available exercises



Preliminary 3 months outcomes from a RTC of SoundSuccess™

3-month Outcomes

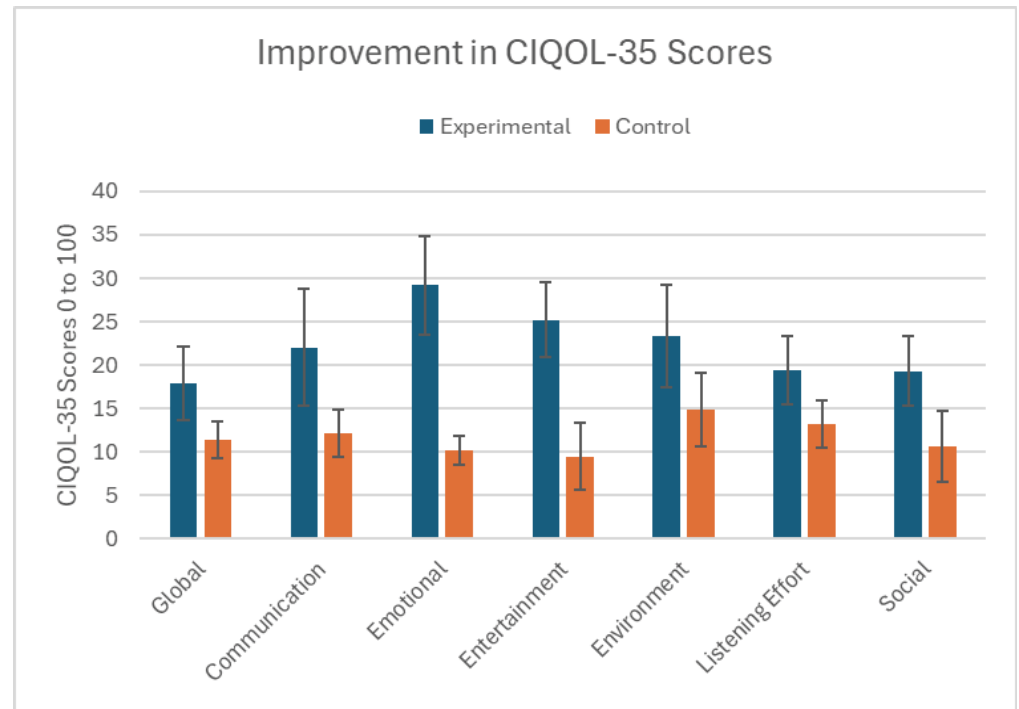
- Improvement in CNC w
 - Experimental arm: $61.3 \pm 11.7\%$
 - Control arm: $38.3 \pm 17.56\%$
- Improvement in AzBio Quiet
 - Experimental arm: $64.0 \pm 8.1\%$
 - Control arm: $38.0 \pm 22.0\%$



Preliminary 3 months outcomes from a RTC of SoundSuccess™

3-month Outcomes

- Improvement in CIQOL-35 profile
 - Global score
 - Experimental arm: 17.9 ± 10.3
 - Control arm: 11.4 ± 6.9
 - **effect size $d = 0.69$ (-0.31-1.68)*
 - Emotional score
 - Experimental arm: 29.2 ± 13.8
 - Control arm: 10.2 ± 5.3
 - **effect size $d = 1.8$ (0.70-3.2)*
 - Entertainment score
 - Experimental arm: 25.2 ± 10.6
 - Control arm: 9.5 ± 12.3
 - **effect size $d = 1.4$ (0.3-2.7)*



Advanced DigiCare

Smart connections for your patient's hearing journey

1

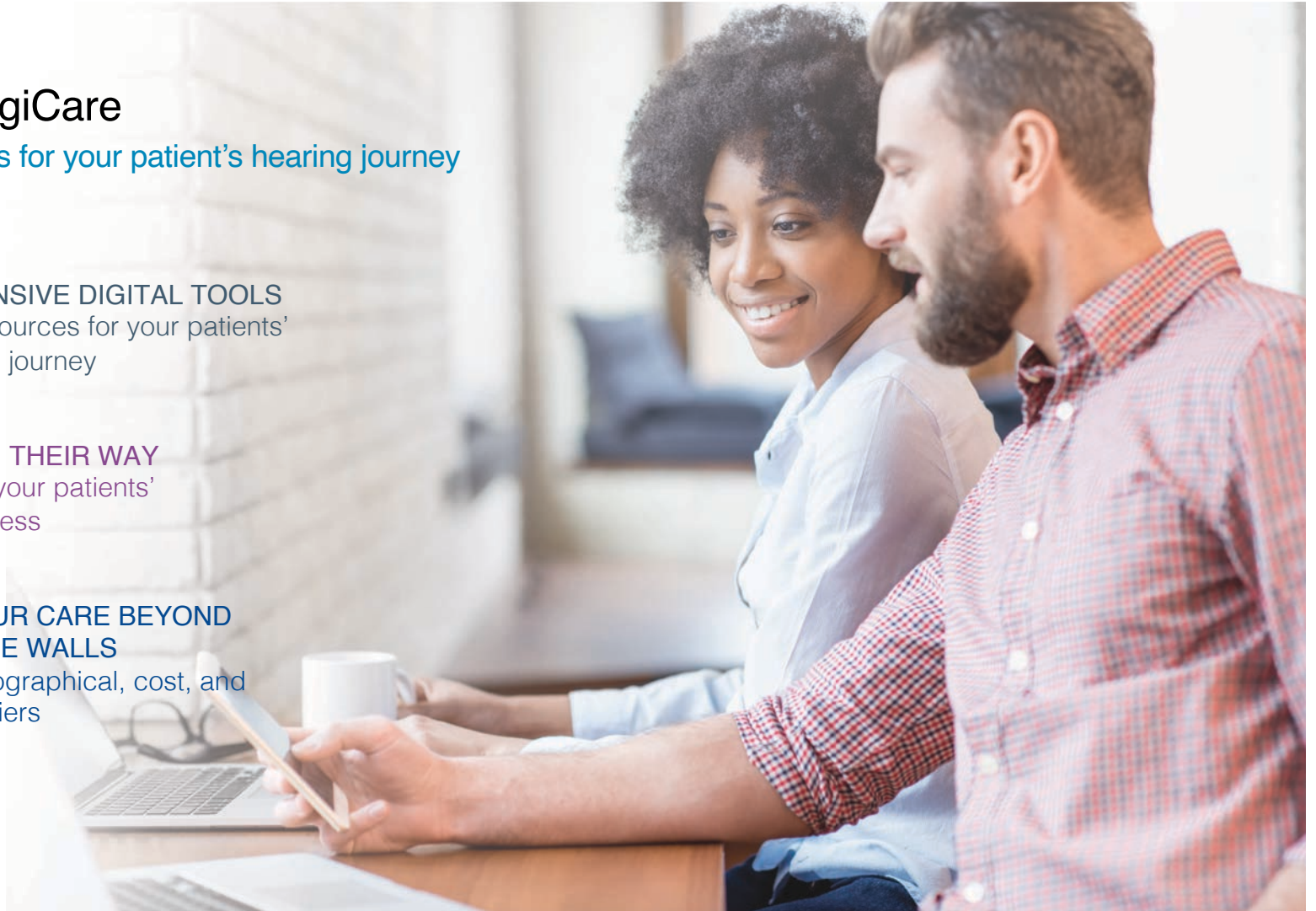
COMPREHENSIVE DIGITAL TOOLS
Apps and resources for your patients' entire hearing journey

2

YOUR CARE, THEIR WAY
Empowering your patients' hearing progress

3

EXTEND YOUR CARE BEYOND YOUR OFFICE WALLS
Reducing geographical, cost, and logistical barriers



COURSE FEEDBACK

Please share your feedback!

Please complete a short survey.



We
appreciate
your
feedback!

<https://forms.cloud.microsoft/e/wM8wWPqfNC>



Jen P.

AB Recipient



I had the opportunity to use the remote mapping feature today – WOW! I love the convenience of being able to get mapped at my kitchen table and have adjustments made while I'm in my normal environment and can evaluate how things sound! It's a game changer!