

History Statement:

Patient reports the following activities of daily living are not being met:

- Listening in background noise (participating in conversation and work or school).
- Listening on the telephone.

Additionally: Adding in how work/school/safety/communication are impacted is helpful

Procedure Statements:

Patient's external equipment is not fully functional:

- Cable/coil is fraying.
- Device will not power on.
- Batteries not lasting a full day.
- Microphones are damaged.

Additionally: Documenting that the device was looked at in-office or via telehealth means

Reduction in performance:

- Intermittent hearing- occurring several times per day- resulting in missed critical conversations or safety risks.
- Diminished battery life- device stops functioning during the day leaving recipient without sound.
- Poor sound quality.

Additionally: Clear documentation as to why the reduction in performance cannot/will not be addressed by a repair is important

Recommendation Statements**N7 to N8:**

- Patient is listening in challenging environments on a daily basis in significant background noise. Today, they report a poor sound quality and difficulty hearing in noise that is not improved by cleaning, replacing the mic protectors or changing the coil. The current Nucleus 7 (N7) sound processor can no longer meet the needs of their daily life.
- Additionally, Cochlear Americas has deemed the Nucleus 7 sound processor obsolete as of January 31, 2026. Processors can no longer be repaired and equipment and parts can no longer be purchased.
- We discussed replacement of the N7 sound processor with an N8 sound processor from Cochlear Americas, the sole provider for this device that is compatible with the internal implant. The N8 sound processor demonstrates a 5.2 dB improvement in speech recognition threshold when Forward Focus is enabled compared to the current N7 sound processor. This is medically necessary for reliable access to sound for daily communication and safety.

N7 to K3:

- Patient is listening in challenging environments on a daily basis in significant background noise. Today, they report a poor sound quality and difficulty hearing in noise that is not improved by cleaning, replacing the mic protectors or changing the coil. The current Nucleus 7 (N7) sound processor can no longer meet the needs of their daily life.
- Additionally, Cochlear Americas has deemed the Nucleus 7 sound processor obsolete as of January 31, 2026. Processors can no longer be repaired and equipment and parts can no longer be purchased.
- We discussed replacement of the N7 sound processor with an Kanso3 sound processor from Cochlear Americas, the sole provider for this device that is compatible with the internal implant. The Kanso 3 sound processor demonstrates a 5.2 dB improvement in speech recognition threshold when Forward Focus is enabled compared to the current N7 sound processor. This is medically necessary for reliable access to sound for daily communication and safety.

Additionally: When going from needing off the ear or on the ear tech, be sure to call out the rationale for that and how the recipient will benefit, what ADLs are or will be impacted

Kanso 2 to Kanso 3:

- Patient is listening in challenging environments on a daily basis in significant background noise. Today, they report a poor sound quality and difficulty hearing in noise that is not improved by cleaning, replacing the mic protectors or changing the coil. The current Kanso 2 sound processor can no longer meet the needs of their daily life.
- We discussed replacement of the Kanso 2 sound processor with a Kanso 3 sound processor from Cochlear Americas, the sole provider for this device that is compatible with the internal implant. The Kanso 3 sound processor demonstrates a 5.2 dB improvement in speech recognition threshold when Forward Focus is enabled compared to the current Kanso 2 sound processor. This is medically necessary for reliable access to sound for daily communication and safety.

Lost device statement:

Patient has lost his right Cochlear N8 sound processor. It is medically necessary to replace this sound processor. He is without sound on the right side and that affects his ability to localize and hear in background noise, especially.

Patient has lost both sound processors. It is medically necessary to replace these sound processors. The patient is without sound in both ears which makes the patient unable to communicate as they rely on listening and spoken language to communicate. It is also a safety concern because they are unable to hear speech or detect environmental sounds.

The statements for replacement sound processors are provided for use by the Hearts for Hearing team as general documentation guidance and examples. These statements must be adapted based on the audiologist's clinical judgment and the individual patient's medical necessity. All submissions must also be aligned with applicable insurance requirements and payer-specific criteria.

Source: Generated statements by the Hearts for Hearing team with special credit to Mila Duke, AuD, Pati Burns, Audiology Assistant and Sara Neumann, AuD.