

RONDO 3
UPGRADE PROCESS

Whether you plan to utilize your insurance benefits to upgrade your audio processor or prefer to self-pay, our MED-EL team is here to assist you through every step of the process.

A few things to keep in mind before starting the process:

Insurance providers vary widely in their coverage of replacement devices. They could approve an audio processor upgrade if your audio processor is not functioning normally or it has been 3-5 years since your last audio processor upgrade.

If insurance coverage is not an option for you but you want to proceed, then we proudly offer a self-pay discount off the list price* for individuals or families who pay out-of-pocket expenses.† Payment plans are available.



For more information on self-pay options, contact a member of our customer service team at **customerservice.us@medel.com** or **888-633-3524**.

1 Talk to your Audiologist

If you haven't seen your audiologist within the last year, please schedule an appointment to discuss your RONDO 3 audio processor upgrade interest. Clinical documentation will be required from your clinician to continue. If you need a new clinic, check out our **Clinic Finder** to find one near you.

Our MED-EL team is also here to answer any product-related questions about RONDO 3. Schedule a one-on-one virtual appointment with Recipient Technical Support Services at **medelevents.com** or call 888-633-3524 to speak with one of MED-EL's Technical Support Audiologists over the phone.

* Eligible processor for upgrade is RONDO 3 audio processor.

† This discount offer cannot be used in conjunction with other discount offers involving the same devices. A self-pay option may not be available for Medicaid patients; our Insurance Support Services can advise you.



2 Connect with MED-EL

Complete and send the **RONDO 3 Order Form** to Customer Service at customerservice.us@medel.com or call 888.633.3524 to begin the upgrade process.

If you plan to have MED-EL seek authorization for coverage under your insurance plan, we will need the following with the completed order form:

- Signed **Intake Form** (or **Assignment of Benefits Form** if your insurance has changed but the rest of your information on file remains current)
- Copies of the front and back of insurance card(s)

Please note: We may already have some of these on file and your representative will be able to confirm any additional documentation needed.

3 Process your order

MED-EL's Insurance Support Services will navigate the insurance process for you. We will verify your benefits and reach out to your audiologist's office to obtain a Letter of Medical Necessity (LMN) and any other pertinent information required by your insurance provider. We will keep you informed along the way.

The timeline to process prior authorization requests is typically 4–8 weeks and can take longer if we are not contracted with your insurance provider. We cannot guarantee that insurance coverage will be provided.

Once we receive the coverage decision from your insurance provider, we will let you know of any estimated out-of-pocket costs.



4 Get activated and enjoy the benefits of RONDO 3!

Once your order is complete, Customer Service will contact you to complete the last few steps of the process.

MED-EL will ship the RONDO 3 Audio Processor kit to your clinic for programming (after payment is received).‡ Then, you can schedule a programming appointment with your audiologist and get activated with your new RONDO 3!

‡ MED-EL utilizes Federal Express for shipping services. If overnight services are required, the customer will be responsible for the cost differential.

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RUF-082024