

Service & Support

For MED-EL Recipients



The MED-EL Family

At MED-EL, we understand that science and medicine must consider more than the latest technology if it is to truly improve quality of life. That's why we are committed to the highest standards in customer support and remain focused on the what matters most – people. From our network of experienced service professionals to the highly respected BRIDGE to Better Communication program, we offer exceptional support for our family of hearing implant recipients, from diagnosis to reimbursement to rehabilitation.

Personalized Customer Service

Personalized service means being able to call the direct phone line of the person who understands your needs, rather than sitting in a call queue. Our team of fast and courteous support professionals are dedicated to going the extra mile. With region-specific Customer Service Specialists, implant recipients always know exactly who to contact. Additionally, a Customer Service Representative is on call 24 hours a day, 7 days a week, 365 days a year.

Reimbursement Assistance

In the constantly changing health care environment, it pays to have a little help. Our Reimbursement Specialists are also assigned to specific geographical regions. This way, someone familiar with your needs and the coverage plans in your area is always available to help with insurance claims and prior authorization. Our Reimbursements Specialists assist hearing implant patients in obtaining the maximum coverage allowed by each individual's health insurance plan.



It's more than just providing service. Our patients are family. My goal is to always provide the excellent support they deserve.

Josh S.
Senior Customer Service Specialist
6 years

When someone chooses to get a cochlear implant, it is a lifelong commitment. Welcoming a new member into our MED-EL family and being able to witness their hearing journey isn't just a "job," it's an honor.

Brandi A.
Senior Customer Service Specialist
10 years



Mobile Support

EasyGuide is MED-EL's easy-to-use smartphone application for anyone living or working with MED-EL's OPUS 2 or Vibrant Soundbridge's Amadé.

EasyGuide's main features include:

Troubleshooting that helps you easily handle common OPUS 2, FineTuner and Amadé processor questions

Tips & Tricks covering a wide range of topics that help with daily tasks and operations of your devices

Integrated videos with subtitles explaining functions of the OPUS 2 and FineTuner

Clinic Finder tool to locate the nearest MED-EL clinic

Direct access to MED-EL's social media pages (Facebook, Twitter and YouTube)

DOWNLOAD IT!

MED-EL's EasyGuide is available for iPhones and Android phones. Download it for FREE from the App Store or Google Play.

App Store



Google Play



Online Toolkit

MED-EL User Support is an online “toolkit” of communication improvement strategies available at medel.com/us/user-support-us/. These include listening exercises, available assistive listening technologies, informational materials, words of advice, and other tips and tricks designed to help you in your hearing journey and get the most out of your implant.

Rehabilitation

MED-EL’s BRIDGE to Better Communication program has quickly gained popularity and respect as a worldwide leader in education and rehabilitation. Our support materials and services are designed to help implant recipients and parents BRIDGE the gap between implantation and the rapid development of improved listening skills and spoken communication. The BRIDGE to Better Communication consists of a wide variety of products, resources and materials for adult and pediatric habilitation, assessment, and device management. Additionally, MED-EL staff are prepared to provide assistance, on-site education of school personnel, and informative recommendations to parents and therapists regarding aural (re)habilitation and the educational setting. Learn more about BRIDGE to Better Communication at medel.com/us/rehabilitation/.

HearPeers Community

HearPeers is MED-EL’s online community that enables hearing implant candidates and recipients to interact and share their experiences with each other. The forums are a particularly good resource for questions and answers, especially for candidates and those interested in hearing implants. Members of HearPeers also have the opportunity to upload and share pictures, videos, and music. They can write their own blogs and chat live with other MED-EL implant recipients from around the world. HearPeers is an excellent place to connect with others and learn how to make the most out of your hearing implant journey. Visit hearpeers.com to join!

