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SPEAKER DISCLOSURE

SUSAN DE BOND, AU.D

- ◆ **Relevant Financial Relationships:**
 - Is an employee of Widex USA and receives financial compensation.
- ◆ **Relevant Nonfinancial Relationships:**
 - There are no nonfinancial relationships.



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ADVANCE YOUR HEARING CARE

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AGENDA

- Elevate your business with REMOTE CARE
- Why Widex REMOTE CARE?
- Requirements and candidacy
- Simple setup
- Three steps to your REMOTE CARE session
- Business support made simple



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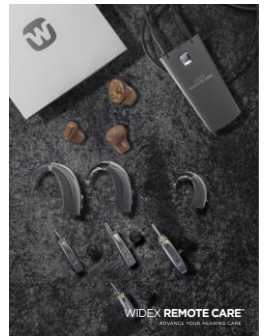


LEARNING OBJECTIVES

- Identify 3 Compass GPS features available in WIDEX REMOTE CARE.
- List 3 requirements for REMOTE CARE use.
- List 3 benefits of WIDEX REMOTE CARE.
- Describe the additional apps WIDEX offers for patients to optimize their listening in real world environments.



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WHAT IS THE
MOST IMPORTANT
HEARING AID FEATURE
FOR BOTH HEARING CARE
PROFESSIONALS
AND END USERS?

**SPEECH IN NOISE
PERFORMANCE**



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WIDEX BRINGS PROVEN RESULTS TO PATIENTS #1 PRIORITY

94% of wearers **PREFER WIDEX**
over non-Widex hearing
devices in noise

AND Widex is the preferred choice for soft sounds

Hearing **Better in NOISE**
is Ranked the **#1 Priority** for
People with Hearing Loss*



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WELCOME TO **REAL-LIFE HEARING™**
FROM WIDEX

FEATURING: SOUNDSense LEARN

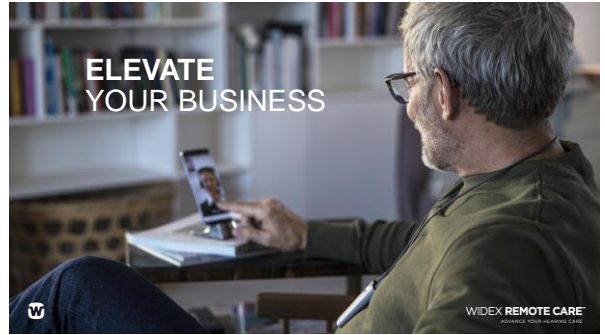
Take control and always hear your best!



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ELEVATE YOUR BUSINESS



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WHY REMOTE CARE?

COMPLIANCE
STANDARDS OF
PRACTICE

CONFIDENCE IN
QUALITY OF
CARE

EFFICIENCY IN
SERVICE
DELIVERY

75M BOOMERS
ENTERING
MEDICARE
ARENA

INDUSTRY WIDE
ENGAGEMENT IN
TELEHEALTH

WHAT BUYERS
OF HEARING
SERVICES WANT



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WHY REMOTE CARE

GROW
SALES

UPGRADE
YOUR SERVICE

GREATER
EFFICIENCY

RETAIN
PATIENTS

REDUCE
RETURNS

ATTRACT NEW
BUSINESS



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WHY WIDEX REMOTE CARE

HIGH-QUALITY
VIDEO
VISIT



MODERN
FULL-SERVICE
CARE SOLUTION



ULTIMATE
COMPATIBILITY*



*Except CIC Molds

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INTRODUCING REMOTE LINK

- Personalized remote care device
- Paired specifically to patient's NOAH file
- Loaner or dispensing options
- Keeps you as the patient's first point of contact for their hearing

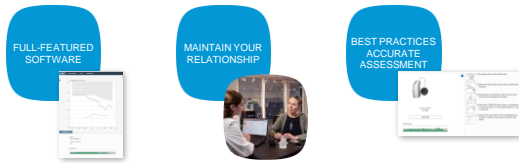


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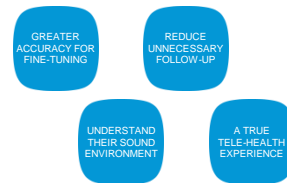
WHY REMOTE LINK



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ADVANCE WITH WIDEX REMOTE CARE

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REAL-LIFE HEARING™ SOLUTIONS



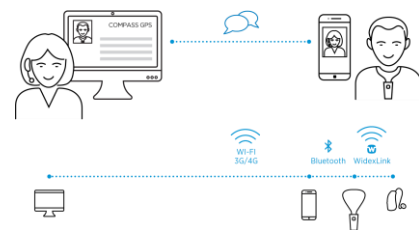
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SOLUTION OVERVIEW AND REQUIREMENTS



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WIDEX REMOTE CARE OVERVIEW



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REMOTE CARE REQUIREMENTS

- Compass GPS 4.0
- Register for REMOTE CARE under Widex Cloud
- Web cam and mic
- Charged REMOTE LINK
- Register REMOTE LINK to GPS and pair REMOTE LINK to phone app
- iPhone 6 or newer / iOS 12.x or 13.x
- Android OS 6.01 or later



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Apple devices

- iPhone XS Max
 - iPhone XS
 - iPhone XR
 - iPhone X
 - iPhone 8 Plus
 - iPhone 8
 - iPhone SE
 - iPhone 11
 - iPhone 11 Pro
 - iPhone 11 Pro Max
-
- iPad mini 4
 - iPad mini 5
 - iPad Pro 11"
 - iPad Pro 12.9" (2nd and 3rd generation)
 - iPad Pro 10.5"
 - iPad Air 3

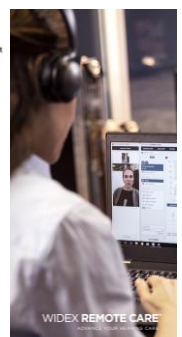


Android devices

- Samsung Galaxy S10+
- Samsung Galaxy S10
- Samsung Galaxy S9+
- Samsung Galaxy S9
- Samsung Galaxy S8+
- Samsung Galaxy S8
- Samsung Galaxy S7
- Samsung Galaxy S7 Edge
- Samsung Galaxy Note 8
- Google Pixel 3 XL
- Google Pixel 3
- Google Pixel 2 XL
- Google Pixel 2
- Google Pixel XL
- Google Pixel
- Sony Xperia XZ Premium
- Sony Xperia XZ
- HTC 10
- LG G6
- Moto G5
- OnePlus 6T
- Moto Z Play

Compatible systems requirement

- **Apple:** iOS 12.x and 13.x
- **Android:** OS versions 6.01 or later



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REMOTE CARE CANDIDATES

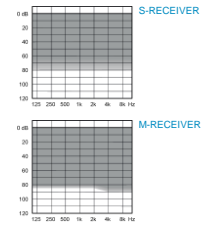
- Snowbirds
- Frequent travelers
- Working clients or busy volunteers
- Transportation or mobility issues
- Client that relocates
- Parking / traffic considerations
- Satellite offices



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RECOMMENDED PATIENTS

- Fit within S- or M-receiver fitting range
- P and HP receiver if they are successful with phone use
- Able to use a smartphone and REMOTE LINK app
- Or have a family member or caregiver available to help
- Sufficient internet bandwidth
- Familiar with Skype or FaceTime type applications



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GETTING STARTED

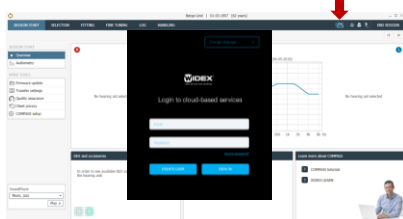
- Set up a client in the database.
- Program First Fit
- Register the REMOTE LINK to patient file in GPS
- Download WIDEX REMOTE CARE app
- Pair REMOTE LINK to patient's phone
- Set up a time for a Remote Care meeting



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WIDEX COMPASS GPS 4.0 CLOUD BASE SERVICE LOG IN



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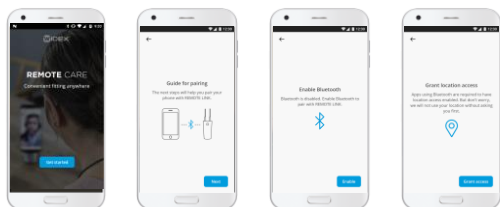
STEP-BY-STEP: REMOTE LINK REGISTRATION



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STEP-BY-STEP: WIDEX REMOTE CARE APP

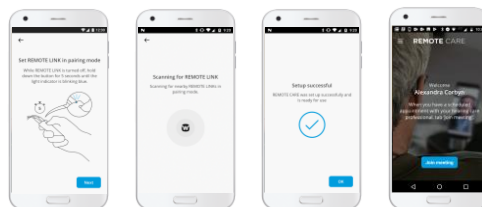


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STEP-BY-STEP: WIDEX REMOTE CARE APP

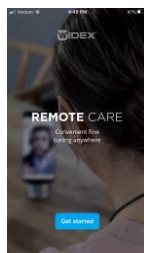


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STEP-BY-STEP: WIDEX REMOTE CARE APP



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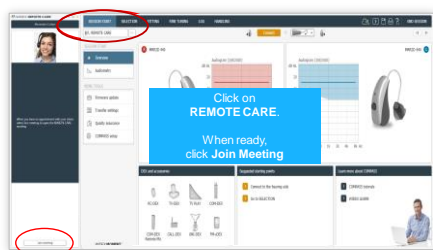
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STEP 1: START THE REMOTE CARE SESSION

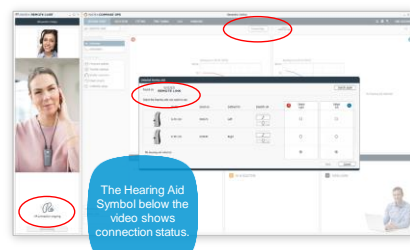


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STEP 2: CONNECT TO YOUR SESSION AND COMPLETE FINE TUNING



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STEP 3: END YOUR SESSION MEETING

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CONFIDENCE AND CONVENIENCE WITH SERVICE TRACKER

- Tests internal function of the hearing devices.
 - Receiver Function
 - Microphone Function
 - Internal Noise
- Get the full picture — remotely.



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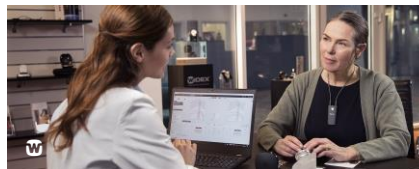
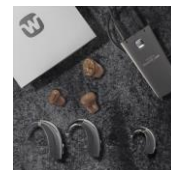
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INTEGRATE REMOTE CARE
IN YOUR PRACTICE

Professional Requirements and Reimbursement

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WHAT YOU NEED TO KNOW

- Licensing Board requirements to practice tele-audiology in your state
- Private insurance regulations for billing for tele-audiology services in your state
- Medicaid regulations for billing for tele-audiology services in your state
- Medicare Telehealth Parity Act of 2017

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LOOK UP YOUR STATE DETAILS HERE:

<https://www.asha.org/advocacy/state/>

- Licensing Board requirements to practice TeleAudiology
- TeleSupervision laws
- Reimbursement for TelePractice
- State board contact information

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PROFESSIONAL TELEHEALTH RESOURCES

https://www.audiology.org/practice_management/coding/covid-19-telehealth-update-and-guidance

Links to:

- National Consortium of Telehealth Resource Centers (NCTRC)
- Contact information for the Regional Telehealth Resource Centers
- Center for Connected Health Policy

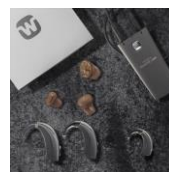
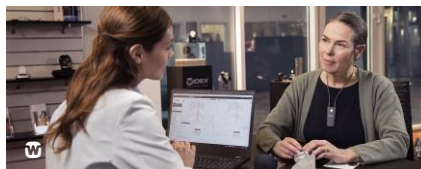


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INTEGRATE REMOTE CARE
IN YOUR PRACTICE

Service Model Recommendations



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OPTION 1: FIRST 30 DAYS LOANER

INCLUDED APPOINTMENTS	INCLUDED ACCESSORIES	PATIENT PROFILES	POTENTIAL PRICING STRUCTURE
<ul style="list-style-type: none"> • As needed during first 30 days 	<ul style="list-style-type: none"> • Loaner REMOTE LINK 	<ul style="list-style-type: none"> • Returned hearing aids before • Hesitant to try new hearing devices • More difficult hearing loss • Difficulty coming to office for a two-week follow-up 	<ul style="list-style-type: none"> • No charge for first 30 days • Can purchase additional service plan after 30 days

Note: Recommended by appointment only



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OPTION 2: PAY-AS-YOU-GO

INCLUDED APPOINTMENTS	INCLUDED ACCESSORIES	PATIENT PROFILES	POTENTIAL PRICING STRUCTURE
<ul style="list-style-type: none"> • All included office visits • REMOTE CARE as requested 	<ul style="list-style-type: none"> • REMOTE LINK rental for each session • Includes shipping and return label 	<ul style="list-style-type: none"> • Unexpected fine tuning needed but cannot make it to office • Difficulty hearing when traveling • Not interested in bundle package 	<ul style="list-style-type: none"> • Up to \$75 per session

Note: Recommended by appointment only

* Non-Refundable: \$100 deposit if left at unreturned

*Recommend verifying state laws and regulations for out-of-state billed services



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OPTION 4: FULL REMOTE SERVICE PLAN

INCLUDED APPOINTMENTS	INCLUDED ACCESSORIES	PATIENT PROFILES	POTENTIAL PRICING STRUCTURE
<ul style="list-style-type: none"> • All included office visits • Annual in-person visit • Unlimited REMOTE CARE services 	<ul style="list-style-type: none"> • Includes personal REMOTE LINK (\$150 value) 	<ul style="list-style-type: none"> • Travels out of town • Relies on care-takers • Has difficulty traveling to office • Works during business hours • Desires a full-service package 	<ul style="list-style-type: none"> • Up to \$750 (One time fee for life of hearing device)

NCTRC: Recommended by appointment only

*Recommend verifying state laws and regulations for out-of-state billed services



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OPTION 5: FULLY UNBUNDLED

INCLUDED APPOINTMENTS	INCLUDED ACCESSORIES	PATIENT PROFILES	POTENTIAL PRICING STRUCTURE
<ul style="list-style-type: none"> • Fully unbundled service plan: • Evaluation • Consultation • Fitting • In-office visits • Remote sessions 	<ul style="list-style-type: none"> • REMOTE LINK (\$150 value) 	<ul style="list-style-type: none"> • Price shopping and/or looking at online options 	<ul style="list-style-type: none"> • Evaluation, consultation & fitting: \$1,400 • HA Devices: limited markup • In-office visits: \$75-100 or bundle 1, 2, 3 year follow-up • Personal REMOTE LINK + four remote sessions: \$250 • Additional remote sessions: \$50-75

*Recommend verifying state laws and regulations for out-of-state billed services



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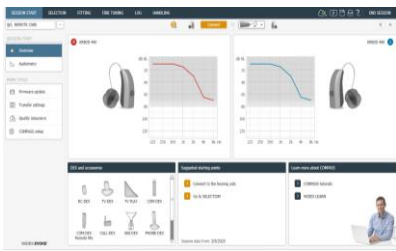
ADDITIONAL USES TO CONSIDER



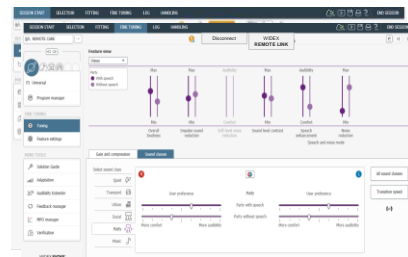
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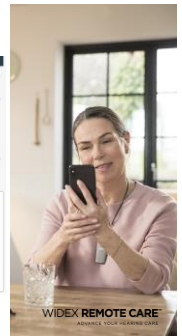
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WEARER SATISFACTION



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WIDEX REMOTE CARE: BENEFITS

- High levels of satisfaction after trial



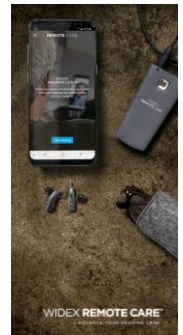
W Study in Canada Oct-Dec, 2018, 16 clients



INITIAL RESPONSES



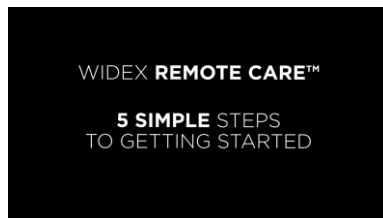
W Study in Canada Oct-Dec, 2018, 16 clients



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FIVE SIMPLE STEPS TO YOUR REMOTE CARE VISIT



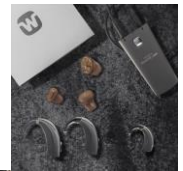
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Full Service Solutions And Care For Your Real-life Hearing™ Needs.



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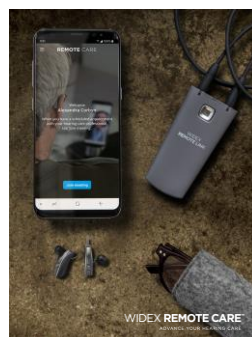
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THANK YOU!

For any questions, please email:

AOInquiry@widex.com

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