

Questions and Answers: Cochlear Implant Awareness Foundation

Q: What is Cochlear Implant Awareness foundation?

A: CIAF is a non-profit organization based in Springfield, Illinois. The mission of CIAF™ is to raise awareness of how cochlear implants, restore sound to the hearing impaired and to provide cochlear implant equipment to qualified applicants in need.

Q: What is the Hear Again™ Program?

“Recycle. Repurpose. Resound.” CIAF functions on donated used cochlear implant equipment like processors, cables, coil cables, batteries, and accessories, including discontinued models. They accept donations from our recipients and give to those with no other means to get current working equipment. They can even assist patients with obsolete equipment that are most in need of getting an upgrade!

Q: What can we do to help CIAF and our Recipients?

CIAF functions on donated equipment. If you encounter someone who has unused, previous, or outdated equipment recommend they donate it to a good cause! If they wish to donate gently used cochlear implant equipment like processors, coils , coil cables, batteries, and accessories, including discontinued models, they can send their donation by regular mail to the address below. Processing will be handled generally within two weeks of receipt, and a letter of receipt will be sent to the donor as quickly as possible thereafter. No need to call first.

Cochlear Implant Awareness Foundation™

Attn: Donations

130 S. John Street

Rochester, IL 62563

Q: How do we direct recipients to seek assistance from them?

A: Complete the CIAF™ application in its entirety. Please remind our recipients that all incomplete applications will be systematically rejected. Applicants who are deemed eligible for assistance and whose needs can be matched with equipment from their inventory bank will be notified. Since demand for assistance often exceeds their ability to help be sure to first refer these recipients to Cochlear’s Reimbursement billing team (1-88-633-4667) or their State Vocational Rehab. The application can be emailed to ivy@district23.com. The PDF that we can send to recipients is on KB or can be found on CIAFonline.org and go to “Get Help tab”

For further questions or assistance, please visit:

**CIAFonline.org or call 1-800-795-0824 Or for internal point of contact
Holly Helvig**