PHONAK | Government Services

Community Care Network Provider Guide.

November 2026



EON

What's new: Introducing Phonak EON



Audéo EON Sphere
Smaller than ever. Powerful beyond belief. The new HYPERSONIC™ chip makes it possible to bring Spheric Speech Clarity 3.0 into a smaller design, so conversations instantly stand out from the noise.



Audéo EON R
Harness the power of advanced Phonak AI. Put convenience right at your patients' fingertips with Tap Control and DuoPhone available in every technology level.



CROS EON R
Bring the benefits of EON technology to your patients with single-sided deafness, delivering clear, seamless listening with all-day battery life.

ChargerGo RIC E

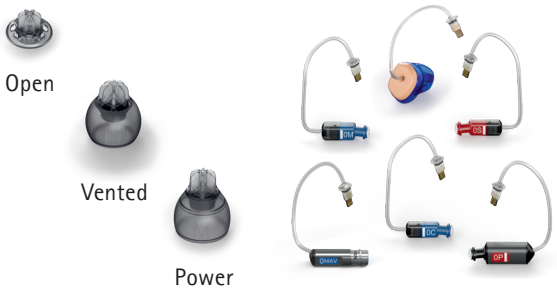


Colors to fit life

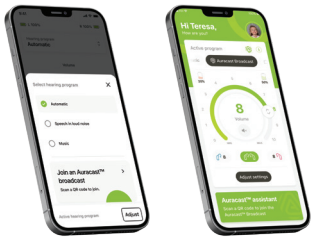
Bold to stand out or classics to blend in

- 8A Sienna Red — New
- H0 Beige
- P1 Sand Beige
- P3 Sandalwood
- P4 Chestnut
- P5 Champagne
- P6 Silver Gray
- P7 Graphite Gray
- P8 Velvet Black

EasyGuard™ Domes and SDS 6.0
Available in various sizes for a flexible, tailored fit for any ear



Digital Solutions



myPhonak 7.5 **myPhonak Junior 2.1**

New

QR code scanner for Auracast™ broadcast audio



Target 12.0

New

Authenticated Fitting

What's available on contract

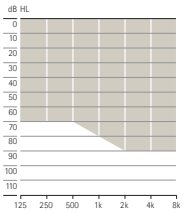
RIC

Phonak Audéo™ E90



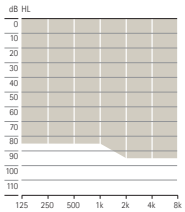
R-Sphere R

S Receiver



Mild to moderately-severe hearing loss

M/M Sensor Receiver



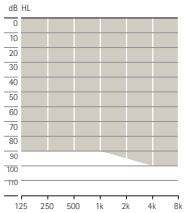
Mild to severe hearing loss

Phonak Audéo L90



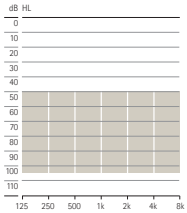
312 RT

P Receiver



Mild to severe hearing loss

UP Receiver*



Moderate to profound hearing loss

*UP requires cShell

Custom

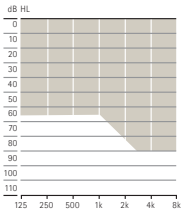
Phonak Virto™ I90



Titanium IIC CIC CA, HS, FS*

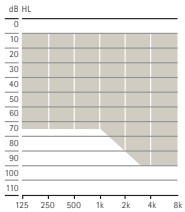
*Wireless connectivity

All styles 40/109 (M)



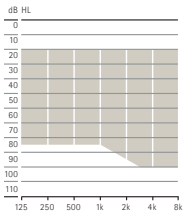
For mild to moderate hearing loss

All styles 50/115 (P)



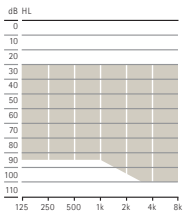
For mild to moderately-severe hearing loss

All styles 60/119 (SP)



For moderate to severe hearing loss

FS, HS, CA (312 battery) 70/127 (UP)



For moderate to profound hearing loss

Phonak Virto P90



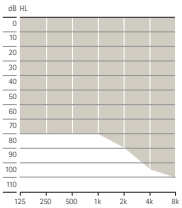
CA* HS* FS*

BTE

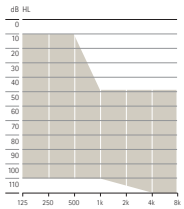
Phonak Naída™ L90



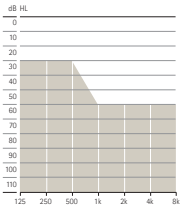
M PR SP UP



Mild to moderately-severe hearing loss, all audiometric configurations



Mild to severe hearing loss, all audiometric configurations

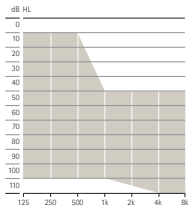


Severe to profound hearing loss, all audiometric configurations

Phonak Naída Link M



Link M
compatible with Marvel CI™ by Advanced Bionics



Moderate to profound hearing loss, all audiometric configurations

What's available on contract

CROS



CROS E-R
Compatible with Audéo E90-R



CROS L-R
Compatible with Audéo L90-R/RT and Naída L90-PR

Wireless Accessories



TV Connector 2.0



Phonak PartnerMic™



Phonak RemoteControl

Roger On™ V3

All-in-one microphone and media streaming device



Earmolds[++]/Domes



Phonak CROS



Phonak Skeleton



Phonak Semi-Skeleton



Phonak Canal



Phonak Helix Lock



Phonak Canal Lock



Phonak Half Shell



Phonak Full Shell Carved



Phonak Standard Full Shell

[++] Earmolds come in both silicone or acrylic



Cap Dome



Open Dome



Vented Dome



Power Dome



EasyGuard™ Open



EasyGuard™ Vented



EasyGuard™ Power



SlimTip (Acrylic)



SlimTip (Silicone)



cShell



cShell Titanium



MAV TITNM SlimTip

What's available on contract

Colors

EON/Lumity



H0	P1	P3*	P4	P5	P6	P7	P8	8A*
Beige	Sand Beige	Sandalwood	Chestnut	Champagne	Silver Gray	Graphite Gray	Velvet Black	Sienna Red

*N/A for Audéo or CROS Lumity

Naída Link M



P1	P4	P6	P8
Sand Beige	Chestnut	Silver Gray	Velvet Black

Custom shells



26	14	22	28	06	R	B	21
Pink	Tan	Cocoa	Brown	Black	Red Transparent	Blue Transparent	Transparent

Custom faceplates



26	14**	22	28**	06
Pink	Tan	Cocoa	Brown	Black

** N/A on Virto Titanium

Virto Titanium faceplates†



26	22	06
Pink	Cocoa	Black

† Shell color U0 Titanium Gray

Contract and policy

Group 1, Category 1 Custom Digital Hearing Aids

Style	ROES Code
Full Shell	Phonak Virto P90 FS
Half Shell	Phonak Virto P90 HS
Canal	Phonak Virto P90 CA
CIC	Phonak Virto I90 CIC
	Phonak Virto I90Titanium IIC

Group 1, Category 2 Custom Digital Hearing Aid, R

Style	ROES Code
Full Shell	Virto I90-R FS
Half Shell	Virto I90-R HS
Canal	Virto I90-R CA

Group 2, Category 1 BTE Digital Hearing Aids

Style	ROES Code
	Phonak Naída L90-M BTE
	Phonak Naída L90-UP BTE
	Phonak Naída L90-SP BTE

Group 2, Category 2 BTE Digital Hearing Aids, R

Style	ROES Code
	Phonak Naída L90-PR BTE

Group 3, Category 1 RIC Digital Hearing Aids, Non-R

Style	ROES Code
	Phonak Audéo L90-312 RIC

Group 3, Category 2 RIC Digital Hearing Aids, R

Style	ROES Code
	Phonak Audéo E90-R RIC
	Phonak Audéo L90-RT RIC

Group 3, Category 3 RIC Multiple Processors

Style	ROES Code
	Phonak Audéo E90-RSphere RIC

Group 4, Category 1 Wireless Systems

Style	ROES Code
	TV Connector 2.0
	Phonak PartnerMic

Group 4, Category 2 Wireless FM Systems

Style	ROES Code
	Roger On V3

Contract and policy

Group 5 Earmolds

Style	ROES Code
	Phonak SlimTip 6.0
	Phonak cShll 6.0
	Phonak CROS Tip 6.0
	Phonak MAV TITNM SlimTip 6.0
	Phonak CROS Tip 4.0
	Phonak MAV TITNM SlimTip 4.0
	Phonak SlimTip 4.0
	Phonak cShll 4.0
	Phonak Standard Full Shll
	Phonak Carved Full Shll
	Phonak Carved Half Shll
	Phonak Skeleton
	Phonak Helix Lock
	Phonak Semi-Skeleton
	Phonak Canal
	Phonak Canal Lock
	Phonak CROS
	Phonak SlimTip 3.0
	Phonak cShll 3.0
	Phonak CROS Tip 3.0

Group 6 Simple Wireless Remote Controls

Style	ROES Code
	Phonak RemoteControl

Group 7, Category 2 Wireless CROS Transmitter, Rechargeable

Style	ROES Code
	Phonak CROS E-R BTE
	Phonak CROS L-R BTE

Group 8, Category 1 CI Compatible Devices, Hearing Aids

Style	ROES Code
	Phonak Naída Link M

Group 9 Hearing Aid Chargers

Style	ROES Code
	Charger Go RIC E
	Charger Go Virto I
	Charger Go RIC I
	Charger Go RICSphere I
	Charger Case Ease
	Combi BTE Charger V2
	Charger Case Go
	Combi RIC Charger V2
	Slim Charger

Shipping and Handling

As a service to you, the Phonak standard mode of shipment is UPS at no charge. Due to our contractual agreement, we are unable to ship to a residential address.

Right-of-Return and Exchange

All on contract hearing instruments and FM/DM systems may be returned in ROES up to 180 days from date-of-invoice unless previously claimed as a one-time only warranty replacement.

Phonak Audéo™ E Sphere



Clarity you hear. Connection you feel.

Adaptive Clarity

Clarity that moves with you, automatically.[1] Phonak AI is made for living.

- Spheric Speech Clarity 3.0
- AutoSense OS™ AI 8.0
- WindBlock 2.0

Unlimited Connections

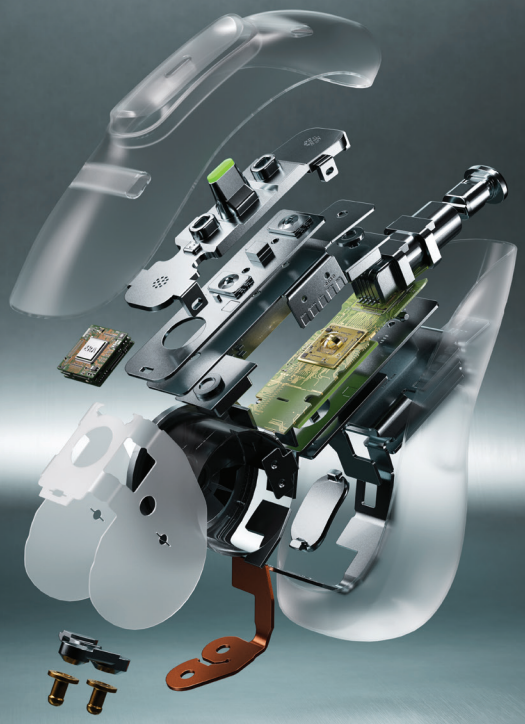
Experience remarkable sound from your morning playlist to your late-night calls.

- Bluetooth® Classic. Auracast™ broadcast audio. Roger. – nobody does it better
- Market-leading Auracast™ broadcast audio stability with Phonak Audéo EON**[4]

Intuitive Design

Intention in every detail.

- Designed to fit your life
- Small and effortless. Made to wear all day.
- Up to 38 hours of battery life***
- Phonak AI does the heavy lifting, so you don't have to*[2,3]



Phonak Audéo: Trusted by experts, backed by science, and chosen by millions worldwide.

* Phonak AI activates features and functions that are proven to improve speech understanding and reduce listening effort, such as Speech Enhancer and StereoZoom.[2,3]
** Stability measured at various head orientations relative to the Auracast™ transmitter.
*** The maximum battery runtime is determined by battery condition, hearing loss, environmental sound classification, streaming usage and activated feature set.

1 Preuss, M., Ulloa Sanchez, D. (2025). Phonak Audéo R Infinio outperforms competitors for speech in loud noise performance. Phonak Insight retrieved from www.phonak.com/evidence
2 Habicht, J. & Schuepbach-Wolf, M. (2024). Speech Enhancer reduces subjective listening effort of speech by up to 45%. Phonak Field Study News retrieved from www.phonak.com/evidence
3 Woodward, J. and Latzel, M. (2022). New implementation of directional beamforming configurations show improved speech understanding and reduced listening effort. Phonak Field Study News retrieved from www.phonak.com/evidence
4 Please contact claims@sonova.com if you are interested in further information

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What's new in Phonak Audéo™ EON



	EON	Benefit
New DNN chip: HYPERSONIC™	• Enabling a 37% more power efficient Sphere • Allows for a 25% smaller and 20% lighter Sphere	• A lighter, more discreet look and feel with the proven performance of Sphere
Spheric Speech Clarity 3.0	• 16% more efficient DNN	• Conversations instantly stand out from the noise[1] for more patients
AutoSense OS™ AI 8.0	• New exit criteria requires a larger environmental change to exit Spheric Speech in Loud Noise automatically	• Patients will spend more time in Spheric Speech in Loud Noise, benefiting from key hearing performance features for longer • An even more natural listening experience in noise
APD 4.0	• Applies environmental-driven compression	• Patients enjoy higher fidelity sound from the first fit
WindBlock 2.0	• WindBlock 2.0 reduces wind noise by up to 50 dB and improves signal-to-noise ratio (SNR) by up to 30 dB for clearer speech*[2]	• Clearer speech and improved listening comfort in windy environments
Auracast™ broadcast audio	• Connect to Auracast™ broadcast audio streams using the myPhonak QR code scanner	• Patients experience the clarity of a front row seat, from virtually anywhere in the room
Feedback test	• 6 dB additional headroom to maximize potential gain	• Reduces likelihood of needing to manually fine-tune feedback thresholds
Authenticated fitting	• An additional layer of security in Target, reducing risk of unauthorized changes to fitting data	• Peace of mind knowing your patients' hearing aids are secure

* Compared to WindBlock 2.0 off

[1] Raufer, S., Kohlhauer, P., Jehle, F., Kühnel, V., Preuss, M., Hobi, S. (2024). Spheric Speech Clarity proven to outperform three key competitors for clear speech in noise. Phonak Field Study News retrieved from www.phonak.com/evidence

[2] Lindeman, A. & Brunner, J. (2026). Enhancing outdoor communication: WindBlock 2.0 reduces wind noise by up to 50 dB. Phonak Insight retrieved from www.phonak.com/evidence

Please contact claims@sonova.com if you are interested in further information.

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Why Phonak

Phonak solutions meet your patient needs



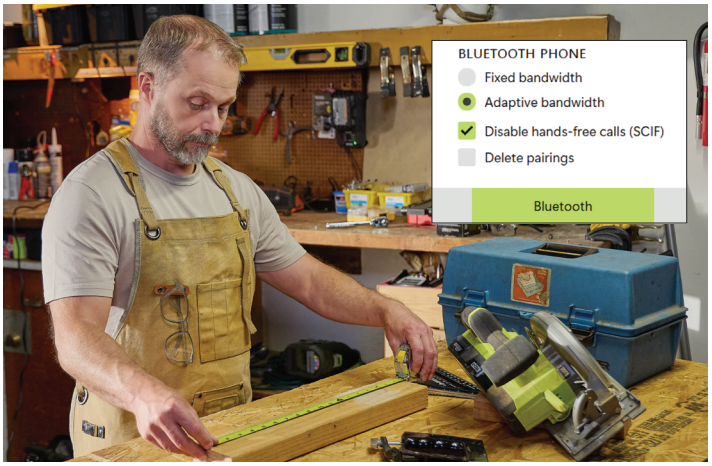
Audéo EON
Clear speech in a variety of situations for a wide range of patients



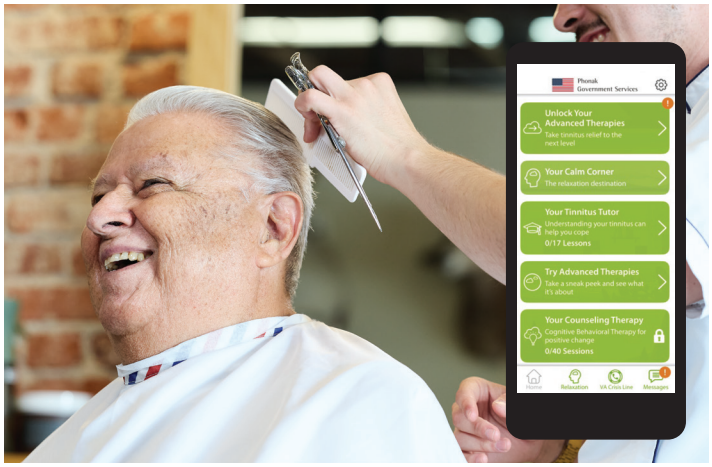
Virto
A discreet option that works with a helmet



Charger Go
Lives in remote areas or is without access to daily power



SCIF compatibility
Works in a secure environment



SilentCloud
Looks to manage their tinnitus

Visit our new website dedicated to our Government Services partners and their patients. Bookmark it today!
Phonak.com/GovernmentServices

Charger compatibility guide

	Charger Go RIC E	Charger Go Virto I	Charger Go RICSphere I	Charger Go RIC I	Charger Case Ease	Charger Case Go	Combi RIC Charger V2	Combi BTE Charger V2
								
	075-0108-11090	075-0101-11	075-0057-11	075-0055-11	075-0080-11	075-3017-11	075-0063-11	075-0065-11
Audéo E-RSphere	•							
Audéo E-R	•							
CROS E-R	•							
Virto I-R		•						
Audéo I-RSphere			•					
Audéo I-R				•				
CROS I-R				•				
Audéo L-R/RT					•			
Audéo L-R Life						•		
Audéo L-R Fit					•			
CROS L-R					•			
Naída L-PR								•
Audéo P-R/RT							•	
Audéo P-R Life						•		
Audéo P-R Fit							•	
CROS P-R							•	
Naída P-PR								•
Audéo M-R/RT							•	
Bolero M-PR								•

● 071-0003 Power Pack compatible

Power Pack is not recommended to be charged with third-party battery chargers (power banks) and should only be charged with the combi case power supply. Power Pack always ships ground.

Phonak Home Care Kit

(Part #098-0602-00000G7)

What's included:

- 1 travel case
- 1 RIC care guide
- 1 cleaning spray
- 26 cleaning wipes
- 1 microfiber cloth
- 1 cleaning brush



Consider adding these items to complete the home care experience:

- Drying cup with 4 capsules
- Cerustops

43% of service cases resolved in clinic can be solved by patients* minimizing the need for professional assistance and encouraging patient self-care and independence.

* Based on internal Sonova data collected from 2,973 Audiological Care clinics service incidents collected from Nov '23 to Jun '24

Navigating the Community Care Network

Q: How to Place a New Order or Repair Order for Veteran?

New custom order
- Submit order to VA or VACAT Portal
- Send impressions with copy of ROES PO
- If using impression on file, please include serial number device

RIC or BTE order without custom shell
- No form needed from CCN, Phonak will receive PO via ROES
- Please do not fax orders to Phonak we will receive order via ROES

Repairs
- All in warranty and out of warranty devices being sent for repair must be entered in ROES prior to sending to Phonak
- Submit repair request to VA
- Send device to Phonak with a copy of service request

All VA orders and repairs must be entered into the VA ordering system (ROES) by your clinic or the VA you partner with, prior to being sent to Phonak.

Please do not send impressions or devices to Phonak without the VA ROES PO or VA service request.

Q: How do I order supplies for the Veteran?

Veterans can order hearing aid supplies online, by phone, or by mail.

Order online
https://www.va.gov/health-care/order-hearing-aid-or-CPAP-supplies-form/introduction

Note: You can only order hearing aid supplies online if you've ordered these supplies within the past 2 years.

Order by phone
Call our VA Denver Logistics Center at 877-677-8710 (TTY: 711)
- Available: Monday through Friday, 8:15 a.m. to 7:30 p.m. ET
- If you're ordering only hearing aid batteries, select 1 for the Automated Battery Reorder System.
- If you're ordering hearing aid accessories, select 2 to connect with a customer service representative. The representative can also help you order hearing aid batteries.

Order by mail
You can order by mail by completing the Phonak re-order card and mailing it to:
VA Denver Logistics Center
PO Box 25166
Denver, CO 80225-0166

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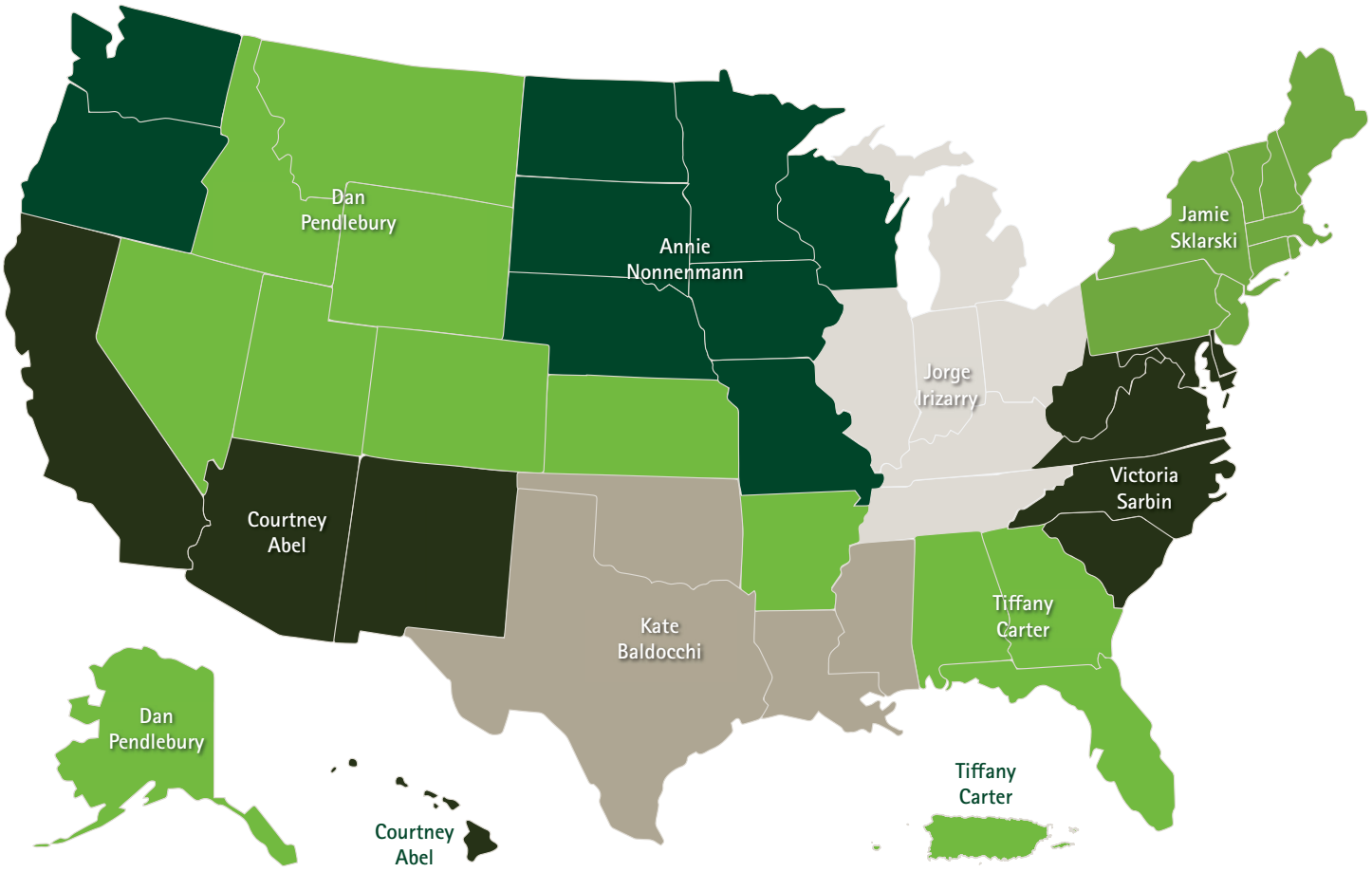


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Territory map



At Phonak, we see technology as an enabler of life, not the focus of it.

Since 1947, we have advanced hearing technology to help people stay connected to what matters most: the people, moments and experiences that shape our lives.

Today, we bring together Swiss-engineered performance, a seamless connected hearing experience and purposeful design to create hearing solutions built for where life happens.

So, you can stay confident, connected and fully in it.

Life is on.
Phonak is made for it.

phonak.com/GovernmentServices

sonova
HEAR THE WORLD

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