



WORKING TO MAKE A DIFFERENCE

INFORMATION BULLETIN

Hearing Aid Services Provider Update

October 23, 2009

2009 – 67

Hello again!

A few other issues that cause delays in payments have come to our attention, so we'd like to pass them along. We thank you for your help in this process.

Practitioner Number:

1. Please do not fill in the field labeled **Practitioner** number. This field was included in anticipation of a future requirement; however it is not required currently. The form will be amended, but in the interim, please leave that field blank. Payments will be delayed if the field is completed.

Credits:

1. If you are sending WorkSafeBC credits, please use a separate Hearing Aid Provision and Services Invoice (51W12) for these items.
 - Do not put batteries credits on the Battery Invoice, but instead use the 51W12.
 - It is important that the date of service for the credit is the same as the date of service on the original invoice.
 - Please separate any credits from regular invoiced items, as adding credits to a regular invoice will cause payment delays.

Resubmitting Invoices:

For questions related to invoices or resubmissions, call Payment Services at 604-276-3085 or 1-888-422-2228 or Lesley Hartman, Payment Officer at 604-214-6709. They can assist in providing information on how to do resubmissions or the status of submitted invoices.

In closing, we again thank you for your understanding as we implement this new system. As always, Health Care Services remains committed to helping you resolve any difficulties you may encounter in doing business with WorkSafeBC.

Please contact us if you have any questions.