

Hearing Aid Manufacturers Network

New Fee Code

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The purpose of this bulletin is to provide you with information related to WorkSafeBC's new computer system implementation.

1) Explanation of Benefits codes:

Please visit www.worksafebc.com – under “Health Care Providers” – “Invoice codes” – “WorkSafeBC Explanation Codes” for a list of codes.

2) Resubmitting invoices:

Resubmitted invoices are currently being processed. If you have not done so already, please re-submit your invoice to WorkSafeBC if you have received an “explanation of benefits” (‘EOB’) reply, which indicates a non-payment due to the following:

- 501 – Missing information; and,
- 502 – Date of Service occurs after invoice date or invoice received date.

Please do not resubmit invoices multiple times, as these will cause payment delays.

3) Invoice Submission timeliness:

Please be reminded of invoice submission timelines, as per

Invoice Submission: The Manufacturer shall submit invoices within ninety (90) days of product being shipped. Failure to do so could result in non-payment.

4) Mandatory invoice requirements:

All health care providers' invoices contain the mandatory requirements (example attached), including fee item codes. The following fee item codes are to be used by hearing aid manufacturers only:

19635 - Hearing Aid Manufacturer - Hearing Aids

19560 - Hearing Aid Manufacturer - Shipping Fee

Please note, Manufacturers cannot invoice WorkSafeBC for any other products or services. As well, Manufacturers cannot use other fee item codes (for example, hearing aid clinic fee codes).

In closing, we 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.

If you have any questions, please feel free to contact us.