

Hearing Aid Services Provider Update

October 20, 2009

2009 – 65

Happy Autumn!

We have been working hard to address payment issues, and have recently started to implement an internal system change that should result in faster payments. You should start to see improvements in the next few weeks.

You may also remember that WorkSafeBC was inaccurately paying for 2 fee items:

- 19698 Manufacturer's Repair Cost was being paid at \$400.00
- 19699 Ear mold was being paid at \$50.00

This error was resolved a few months back and now credits are being applied to providers who were overpaid.

Reminders

Please ensure:

- You use the correct date format (yyyy/mm/dd) on all invoices and forms;
- If you are invoicing batteries on the 51W12, please do not list them under accessories. They need to go into a blank row at the bottom of the invoice using fee item code 19694;
- You fax in the copy of the manufacturers' invoice and clearly write "Copy – Not for processing";
- You send in the Hearing Aid Program Cover Sheet (83D110) when required. Each item will need a separate cover sheet to assist us in identifying the supporting documentation and facilitate payments.
- Invoices must not be sent with a fax cover sheet.

Additionally, please note "Ear Impression" fees (19691) are not billable with the fitting fee. Please check Schedule B of the fee schedule prior to invoicing to ensure you are not breaching the Agreement.

A personal note from Sasha

I apologize for the late notice, but I wanted to let you know that I've accepted a new position at WorkSafeBC, so will no longer be the Quality Assurance Supervisor for the Hearing Aid Program. On October 26, 2009, I will be the Occupational Audiologist (the position that was previously filled by Christine Harrison), so instead will be involved with the Hearing Conservation Program.

I am not exaggerating when I say it has been a pleasure working with you all over the last six years. We have all worked hard to make the Hearing Aid Program what it is today, and I appreciate the effort each and every one of you has put into the care of Injured Workers.

For those who have connections to the Industrial Audiometric Program, I look forward to interacting with you in my new role. For those who don't, I will miss you! Thanks again – Sasha.

Health Care Services expects to fill the role of the Hearing Aid Program Quality Assurance Supervisor shortly.

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.