

## Hearing aid ordering information for WorkSafeBC clients living outside B.C.

The WorkSafeBC-Hearing Aid Manufacturers direct-billing agreement covers all WorkSafeBC injured workers, including those living outside B.C. This agreement covers hearing aids up to a maximum of **\$700** per single unit manufacturer's list price. Also, some manufacturers offer special WorkSafeBC prices on other models.

This agreement has several advantages, providing clients access to a wide range of hearing aids, and ensuring your clinic won't have to carry the cost of the aids while awaiting reimbursement.

### Ordering hearing aids

Read this important information about ordering hearing aids for a WorkSafeBC client when you don't have a contract with WorkSafeBC:

#### 1. Before ordering:

- You must have WorkSafeBC authorization in writing to provide hearing aid(s) to clients (see attached example). This is necessary for the first hearing aid fitting, and any time old hearing aids are replaced with new ones.
- For hearing aid replacements, see below.

#### 2. Ordering process:

- Order your hearing aid of choice, up to \$700 single unit list price, from one of the following manufacturers:
  - Audio Control Inc
  - Beltone Electronics Canada
  - Bernafon
  - GN Resound
  - Oticon Canada
  - Phonak Canada Ltd
  - Siemens Hearing Instruments
  - Sonic Innovations Canada
  - Starkey Labs Canada
  - Unitron Hearing Canada
  - Widex Canada Ltd
- **Include WorkSafeBC's written authorization with your order form.**
- Clearly indicate to the manufacturer that the aids are to be *billed directly to WorkSafeBC* and to be *shipped to your own clinic*.

#### 3. Invoicing WorkSafeBC for your services:

- Use the Hearing Aid Provision and Services Invoice form (51W12), which can be downloaded at [WorkSafeBC.com](http://WorkSafeBC.com)
- Use the Cover Sheet (83D110), which can be downloaded at [WorkSafeBC.com](http://WorkSafeBC.com), and include a verification of the fitting by providing the probe microphone measures (or soundfield aided testing, if justified) of each hearing aid, including tolerance measures. This verification must be provided before payment can be made.
- Refer to the WorkSafeBC Hearing Aid Program Schedules A and C (available at [WorkSafeBC.com](http://WorkSafeBC.com)), and Schedule B (attached) for other fitting and billing requirements
- *No fitting invoice will be paid without prior written authorization*

### Replacing hearing aids

To obtain authorization to replace hearing aids, use the Hearing Aid Replacement form (51W6), which can be downloaded from [WorkSafeBC.com](http://WorkSafeBC.com), and include the following information:

- Client's current hearing aids (manufacturer, model, and serial numbers)
- Reasons for replacement, with required supporting documentation, including audiogram and probe microphone measurements showing inadequate performance
- Your proposed solution (type of hearing aid proposing to fit, and rationale for doing so)

**Please note:** WorkSafeBC **does not** replace hearing aids based on age. Reasonable reasons to replace client hearing aids might include:

- Inadequate gain available
- Improper amplification for hearing loss
- Improper fit resulting in feedback (usually due to physical changes)
- Significant change in hearing ( $\geq 20$  dB) at three or more frequencies (500-4,000 Hz)
- Hearing aid style inappropriate (e.g. dexterity, acoustical needs)
- Repair no longer cost effective (manufacturer's estimated cost of repair)

Specific reason(s) for hearing aid replacement must be explained in the replacement request. WorkSafeBC will contact you in writing regarding approval for replacement.

### **Privacy protection and the health care provider**

In 2004, U.S. Congress passed the U.S.A. Patriot Act, giving American officials greater authority to track and intercept communications. This Act provides a possibility of unauthorized disclosure of British Columbians' personal information.

In response to the Patriot Act, the B.C. government amended the Freedom of Information and Protection of Privacy Act (FIPPA) in October, 2004. The FIPPA now restricts both the disclosure of personal information outside Canada, and the applicability of foreign laws. As well, new obligations and rules have been introduced for public bodies, service providers, and employees.

In part, the amendments:

- Prevent personal information in the custody or control of a public body from being stored or accessed outside Canada
- Place restrictions on public bodies and service providers disclosing personal information outside Canada
- Add an obligation for public bodies, service providers, and employees to report to government any foreign demand for disclosure of personal information not authorized by the FIPPA

Disclosure of personal information in breach of the FIPPA is prohibited; there are new penalties for such offences, including fines of up to \$25,000 for a service provider, and up to \$500,000 for a corporation.

It is the responsibility of the health care provider to understand and adhere to the FIPPA.

For more information, refer to the Privacy Protection and the Health Care Provider brochure included in this package, and available at [WorkSafeBC.com](http://WorkSafeBC.com).

### **Contact information**

#### **Submission of Reports and Invoices:**

Submit invoices to the fax number/address at the top of the form. If you prefer to courier, send to:

Payment Services  
WorkSafeBC  
6951 Westminster Highway  
Richmond, B.C.

#### **Special requests (e.g. lost hearing aid, ALDs):**

Fax: 604 279-7490

Hearing Loss Claims/Audiology Department  
PO Box 5350 Stn Terminal  
Vancouver, B.C.  
V6B 5L5

**Worker claim status:**

Hearing Loss Claims: 604 276-3134

**Request Clinic Qualification Documents:**

[Corporate and Health Care Purchasing](#)

Phone: 604 276-3344

Fax: 604 276-3260

**Payment inquiries:**

Payment Services

Phone: 604 276-3085

Fax: 604 279-7590

**Service delivery/other inquiries:**

Health Care Services

Phone: 604 279-8123

Fax: 604 231-8424

**Freedom of Information and Privacy Protection inquiries:**

WorkSafeBC FIPP Office

Phone: 604 279-8171

## Hearing aid provision authorization (sample)

**SERVICE PROVIDER:**

**Date:**

**Clinic:**

**FAX:**

**WorkSafeBC client:**

**Claim #: XH**

The hearing aid clinic is authorized to order and fit the above-named client with hearing aids per fee guidelines or cost share.

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Claims Officer

**A copy of this authorization must accompany the manufacturer's hearing aid order form**

**The manufacturer must bill aids directly to WorkSafeBC**

**Fax reports/invoice forms to 604 279-7490 (WorkSafeBC Hearing Aid Program)**

**For information on fee items and provision of hearing aids to WorkSafeBC clients, visit [www.worksafebc.com/health\\_care\\_providers/health\\_care\\_practitioners](http://www.worksafebc.com/health_care_providers/health_care_practitioners). Note the following:**

### SCHEDULE A: HEARING AID PROGRAM SERVICES INFORMATION

- Prior approval is **always** required to replace hearing aid(s) for clients outside B.C.
- Maximum single unit price of \$700/hearing aid. As manufacturers often provide special prices for WorkSafeBC clients, check to confirm specific invoice costs for WorkSafeBC clients prior to ordering.
- Consider WorkSafeBC's cost-share program when individual unit price of hearing aids exceeds \$700/aid. If client enters a cost-share agreement, submit cost total, including details of client's portion of cost.

### SCHEDULE B: FEE SCHEDULE

- Requirement for manufacturer's invoice and individual ear verification measurement (i.e. probe microphone measurements) prior to payment

### SCHEDULE C: HEARING AID PROGRAM PROCEDURES & STANDARDS

- Details on required verification of hearing aid electroacoustic and performance characteristics

### Contact

- [WorkSafeBC.com](http://WorkSafeBC.com) for health care provider forms and information
- Hearing Aid Program/billing questions: Health Care Services 604 232-7787 (Alberta: 1 866 244-6404)
- Claim entitlement questions: Hearing Loss Claims 604 276-3134