

# Information bulletin

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March 21, 2024

**Attention: Hearing Aid Providers**

**Subject: Q&A Session, Submitting Manufacturer Invoices Online, and Soliciting Business Reminder**

## Hearing Aid Provider Q&A

Our final Hearing Aid Provider Q&A session will take place on Wednesday, March 27<sup>th</sup>, 2024 at 12:00pm. Please be advised that this open forum session will be customized based on the questions submitted prior to the session. You are also welcome to bring forth any questions or topics you would like to review during the session as we will have a live Q&A portion.

To register, please follow the registration link: [Microsoft Virtual Events Powered by Teams](#)

## Submitting Manufacturer Invoices Online

If you have previously been unable to submit manufacturer invoices online, these documents can be uploaded as "Correspondence Medical (CORRMED)" located under the "Do you have any additional documents?" header in My Provider Services. Please add a comment stating it is a manufacturer receipt.

## Soliciting Business Reminder

A reminder that under the Hearing Aid Provider Services Agreement, contractors may not solicit business from Injured Workers. This includes contacting an Injured Worker to perform a hearing evaluation. Hearing evaluations may be invoiced when the Injured Worker initiates a complaint regarding a change in

their hearing and hearing aids greater than five years old may be replaced if one or more replacement criteria are met.

## Contact us

[hearingservices@worksafebc.com](mailto:hearingservices@worksafebc.com)

### For Payment Status, Inquiries, and Issues:

Check out our online [View Payment Invoice Status](#) service.

If you are a My Provider Services user, [log in](#) for a more robust online Invoice Status and History service.

WorkSafeBC Payment Services

604.276.3085 extension 2

1.888.422.2228 (toll free)

### Is everyone who needs this information receiving it?

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