

Information Bulletin

July 24, 2020

Attention: Hearing Aid Providers (HAP) in BC & Hearing Aid Providers Out-of-Province (HAP OOP)

Subject: Contract Amendment - New Fee Codes for Rechargeable Hearing Aids and Reference Manual Updates

The updated Reference Manual included with the contract amendment sent to HAP Providers on July 23, 2020 was sent in error. You will find the 'final' and current Reference Manual sent with this bulletin and on the [website](#).

New Fee Codes - Rechargeable Hearing Aids

Health Care Services would like to bring to your attention to 3 new fee codes to be used when dispensing rechargeable hearing aids. *See Fee Schedule B in the contract amendment.*

1. Fitting Fee for Rechargeable Hearing Aid(s) Fee Code 1246208

- Same business rules as per Fitting Fee Code 19680
- Flat Fee per hearing aid \$508.00

2. Combination Device Fitting Fee for Rechargeable Hearing Aid(s) Fee Code 1246210

- Same business rules as per Combination Device Fitting Fee code 19631.
- Flat Fee per hearing aid \$615.00

3. Cost Share Arrangement for Rechargeable Hearing Aid(s)

- Same business rules as per Cost Share Arrangement Fee Code 19695
- Rate \$1208.00 per hearing aid

Exchanging Hearing Aid(s) During the 60 day Trial Period & Invoicing

Typically, clinics invoice for the Fitting Fee (*and other applicable fees as per Fee Schedule B*) after the injured worker has been fit with the hearing aid(s) however;

If a worker exchanges standard hearing aid(s) to rechargeable hearing aid(s) the clinic must:

- contact Payment Services for WorkSafeBC to claw back the Fitting Fee 19680;
- then re-submit an invoice for the Fitting Fee for Rechargeable Hearing Aid(s) 1246208.

If a worker would like to exchange rechargeable hearing aid(s) to standard hearing aid(s) the clinic must:

- contact Payment Services for WorkSafeBC to claw back the Fitting Fee for Rechargeable Hearing Aid(s) 1246208;
- then re-submit invoice for the Fitting Fee 19680.

Note: The same rules above apply for re-submitting invoices for exchanges to/from standard hearing aids to rechargeable hearing aids for Combination Device and Cost Share Arrangement Fee Codes.

Reference Manual Updates

Health Care Service has updated the Hearing Aid Provider Reference Manual. The key changes are highlighted below:

- Sections 6.0 through 13.0 - re-organized
- Section 4.4 Steps for replacing hearing aid(s) – added the statements bolded below

Note: For Hearing Aid(s) Replacements, *regardless of the age of the hearing aid(s)*, the Hearing Aid Provider must provide detailed information on the 51W6 form. The rationale for replacing the hearing aid(s) must be clear and supported with documentation. To assist in decision making for an early replacement request please include:

- Details of the repair history (number, cost, type of repair) over the life of the hearing aid(s),
- the manufacturers quote for repair,
- details of the troubleshooting steps taken to resolve the issue(s) and,
- proposed solution, including the rationale, for the style, make, model of the proposed new hearing aid(s).

If excessive repair is the rationale for the replacement request, the Hearing Aid Provider must provide the following information to WorkSafeBC including:

- **Details of the repair history (*number, cost, type of repair*) over the life of the hearing aid(s) and the manufacturers quote for repair.**
- If hearing aid(s) cannot be repaired by manufacturer, please include a copy of the letter from the manufacturer with replacement request form 51W6, *if possible*.

To be clear, for all early replacement requests the repair history and manufactures quote for repair must be included along with one or more replacement criteria.

- Section 5.0 Steps for exchanges or returned hearing aid(s)
 - Added - If hearing aid(s) have been exchanged during the 60 day trial period please ensure the **original fitting date** is documented on the Serial Number Record Form (69D9) in order to match the date of service on the invoice.
- Section 7.0 Lost or Damaged hearing aid(s) beyond normal wear and tear
 - Updated the process map and steps to include the new form 51W18.
- Section 13.0 Hearing Aid Repairs
 - Included a reminder - ***Please note that accessories under \$200.00 do not require approval however accessories over \$200.00 requires a written request for approval.** Please review business rules in Fee Schedule B*