

Information Bulletin

April 29, 2020

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

Subject: COVID-19 Update - Frequently Asked Questions (FAQ)

Frequently Asked Questions

- 1. Is WorkSafeBC supporting Hearing Aid Manufacturer applications in order to provide remote programming services?**
 - a. **No**, not at this time. WorkSafeBC is currently reviewing this and will notify the network of any changes.

- 2. If an injured worker contacts your clinic for services, as a result of their clinic being temporary closed due to COVID-19 pandemic, can your clinic bill WorkSafeBC?**
 - a. **Yes**. You will need to first verify if the worker has an accepted hearing loss claim by either contacting the Claims Call Center (1.888.967.5377) or online at www.worksafebc.com
 - b. For those injured workers that are unable to receive services in their clinic due to COVID-19 clinic closures, they will be re-directed to clinics that are providing Essential Services, in order to get the support that they need.

- 3. Will the 60 day hearing aid trial periods be extended due to COVID-19 pandemic?**
 - a. **Yes**. Many Hearing Aid Manufacturers have extended the trial periods for exchanges, returns, and credits.
 - b. Please contact the Hearing Aid Manufacturer and request an extension to the hearing aid trial period.
 - c. Document trial period extension in the injured worker's clinical record.

4. If injured workers are within the 60 day trial period, can they provide verbal acceptance for their hearing aids and/or batteries?

- a. **Yes.** Please document verbal acceptance in injured worker's clinical file.
- b. Please obtain the written acceptance from the injured worker after the restrictions from the COVID-19 pandemic have been lifted.

5. If an injured worker needs a hearing aid(s) repair and the Hearing Aid Manufacturer restores the settings from the last fitting, can the manufacturer ship them back directly to the injured worker's residence?

- a. **No.** If the clinics providing Essential Services determines that a hearing aid must be sent out for repair, the hearing aid must be shipped back to the clinic providing Essential Services for evaluation of the repair.
- b. As per Fee Schedule B, clinics can bill the Manufacturer's Repair Cost Fee Code 19698 along with the Out of Office Repair/Remake Fee Code 19688.
- c. Injured workers who receive services from clinics that are closed due to the COVID-19 pandemic will be re-directed to clinics providing Essential Services.

6. Can clinics bill for travel time to and from an injured worker's residence?

- a. **Yes.** As per the April 6, 2020 Bulletin *Covid-19 Update – Travel Fee Code 19644* WorkSafeBC is temporarily pre-approving travel to and from the injured worker's residence.
 - i. During COVID-19 pandemic, this allows hearing aid providers to pick up and drop off hearing aids, batteries or accessories.
- b. Please ensure you invoice the appropriate fee code for the procedure provided to the injured worker at their residence, as per Fee Schedule B.
 - i. The Travel Fee Code cannot be used to bill procedure time during the home visit.

7. When invoicing the Postage and Insurance Fee Code 19700, when mailing batteries or accessories to workers, do I need to provide a receipt and submit "copy not for processing"?

- a. **Yes, if possible.** As per the Bulletin dated March 27, 2020 *COVID-19 and Postage & Insurance Fee Code 19700*.
- b. Please document in the Service Description section of the invoice form 51D12 (i.e., Canada Post) and costs paid by the hearing aid provider for reimbursement.
- c. Do not use the Shipping Fee code 19634 for mailing batteries or accessories to injured workers. Please follow Fee Schedule B business rules for this fee code.

8. Should I be contacting Payment Services for any questions related to an invoice or remittance form?

- a. **Yes.** Please contact Payment Services 604.276.3085 or Toll Free 1.888.422.2228

We recognize that this is a rapidly changing environment and we will strive to maintain communication and support to our providers based on the information available.

Thank you for the service you provide to our injured workers, particularly during this incredibly challenging time.

If you have any questions please don't hesitate to contact us.

For more information about other health care programs at WorkSafeBC, visit us online at <https://www.worksafebc.com/en/health-care-providers>