

Information Bulletin

May 14, 2020

Attention: Hearing Aid Providers (HAP) in BC, Hearing Aid Providers Out-of-Province (HAP OOP) and Hearing Aid Manufacturers (HAM)

Subject: COVID-19 Update – Update to Reference Manual and Remote Programming Services

Health Care Services has updated the Hearing Aid Provider Services Reference Manual.

Health Care Services would like to provide additional information related to the Bulletin sent out April 30, 2020 regarding *COVID-19 Update – Clarification regarding Remote Programming Applications*.

Remote Programming Services

During the COVID-19 pandemic, WorkSafeBC is temporarily permitting hearing aid programming to be provided via electronic means using a mobile application offered by manufacturers through the amendment of the WorkSafeBC Hearing Aid Provider Reference Manual, *Appendix A* effective **May 14, 2020**.

If the Contractor is providing services using a mobile application, you are required to comply at all times, as stated in our Reference Manual including:

- All remote programming care services must be provided by an Audiologist or a Registered Hearing Instrument Practitioner (RHIP);
- Can only be used for injured workers who have already been fit with hearing aids and have the technology required (i.e., Bluetooth, smartphone) to accept or receive the remote programming services; and
- Invoice using the In-house Service Fee Code 19687
- Remote programming services must be documented in the worker's clinical file and documented in the Service Description on the Invoice form 51D12.

For complete details, please review *Appendix A* of the updated WorkSafeBC Hearing Aid Provider Reference Manual.

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 workers, particularly during this incredibly challenging time.

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