

Information Bulletin

November 6, 2019

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

Subject: Fitting Date for Hearing Aid Replacements and the Lost and Damaged Warranty Period, Purchasing Hearing Aids Prior to a Claim Decision, and Authorization for Priority Shipping

Fitting Date for Hearing Aid Replacements and the Lost and Damaged Warranty Period

A reminder that when Hearing Aid(s) have been lost or damaged (beyond normal wear and tear), replacement authorization is **always required** by WorkSafeBC, regardless of the age of the Hearing Aid(s). Please review Section 13.0 Steps for Lost or Damaged Hearing Aid(s).

Please note:

1. If the lost or damaged hearing aid(s) are replaced by the manufacturer within the lost and damaged warranty period (one year) **free of charge**, please include this on the Hearing Aid Replacement request form (51W6).

If replacement has been approved:

- Please record the **original fitting date** on the Serial Number Record Form (69D9).
- The original service warranty period continues (based on original fitting date).

2. If more than one hearing aid (per ear) is lost or damaged within the lost or damaged warranty period (one year) **at a cost to WorkSafeBC**, then please include the cost of the hearing aid(s) and other applicable fees on the Hearing Aid Replacement Request form (51W6).

If replacement has been approved:

- Please record the **new fitting date** on the Serial Number Record Form (69D9).
- A new service and lost/damage warranty applies.

3. If the lost or damaged hearing aid(s) are replaced outside the lost or damaged warranty period it is considered a brand new hearing aid. Please include the cost of the hearing aid(s) and other applicable fees on the Hearing Aid Replacement Request form (51W6).

If replacement has been approved:

- Please record the **new fitting date** on the Serial Number Record Form (69D9).
- A new service and lost/damage warranty applies.

Purchasing Hearing Aids Prior to Claim Decision and Fitting Date

When a worker decides to purchase Hearing Aid(s) prior to a claim decision, please review Section 10.0 in the Reference Manual.

If the claim is accepted within one year of the Hearing Aid(s) purchase and the Hearing Aid(s) are on the grid:

- Invoice WorkSafeBC the Fitting Fee and any other applicable fees as per Fee Schedule B.
- Ensure you record the Date of Service as the **original date** the hearing aids were fit on the worker.

If the claim is accepted within one year of the Hearing Aid(s) purchase and the Hearing Aid(s) are not on the grid:

- Invoice WorkSafeBC the Cost Share Arrangement Fee Code which covers the Fitting Fee and the Hearing Aid Price Cap. Please review Section 11.0 of the Reference Manual for more details of Cost Share Arrangement.
- Ensure you record the Date of Service as the **original date** the hearing aids were fit on the worker.

Authorization for Priority Shipping

A reminder that authorization is **required** for priority shipping using shipping fee code 19634

- Please include the reason why priority shipping is required and the cost of the shipping quoted by manufacturer.
- Fax the authorization request to 604.233.9777.

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