

Information Bulletin

November 9, 2020

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

Subject: Early Replacement Requests and Replacement Criteria; Tips for using My Provider Services; Reminders

Early Replacement Requests and Replacement Criteria

Recently the Hearing Loss Unit has received many early replacement requests with matching or new technology as rationale for early replacement for one hearing aid. Additionally, many early replacement requests have been deemed incomplete with missing or limited details documented on the Hearing Aid Replacement Request form 51W6.

- Matching and new technology are not replacement criteria and we ask that Hearing Aid Providers review the replacement criteria in Section 4.0 Steps for replacing hearing aids.
- For an early replacement request, if an incomplete Form 51W6 is submitted, the request will not be reviewed. Detailed and accurate documentation is required.

Tips for using My Provider Services

As of Sept 14, 2020, many HAPs began using our new online invoicing portal, My Provider Services. When submitting an invoice on My Provider Services:

- If the fee code(s) require a manufacturer's invoice please ensure the manufacturer's invoice is uploaded with the invoice.
- You should not upload the Invoice form 51D12.
- In the "additional details" section a reminder to include:
 - LEFT or the RIGHT side
 - Serial number(s), style, make and model for the hearing aids
 - If a hearing aid(s) is purchased prior to claim decision
 - When billing for batteries you can include "*worker signed off on the batteries on year/mm/dd.*" A copy of the injured worker's signature verifying receipt of batteries must be in the injured worker's clinical file.

If you are not yet using new portal, you can access [My Provider Services](#) directly from the Hearing Services page (*Submitting Reports and Invoices*) on WorkSafeBC.com

Reminders

1. If you are unable to complete REMs due to COVID19 restrictions, you can complete simulated REM's and indicate this on REM tracings.
2. 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 submit [Lost or Damaged \(Beyond Normal Wear and Tear\) Hearing Aid\(s\) Form 51W18](#) and wait for approval before fitting new hearing aids
 - If clinics fit a worker without authorization, the re-fitting fee (or Fitting Fee) will **not** get paid.
3. All requests for accessories over \$200.00 must be in writing and faxed to WorkSafeBC. The letter must include the cost, rationale and benefits of the accessory for the injured worker.
4. Complete the [Hearing Aid Returns form 83D425](#) for any hearing aids exchanged and returned to the manufacturer.
5. You can find all information regarding the Hearing Services program within your Services Agreement, [Reference Manual](#) and [Fee Schedule](#). More information can be found on the website on the [Hearing Services Page](#).

Contact us

For Payment Related Questions

WorkSafeBC Payment Services

604.276.3085 extension 2

1.888.422.2228 (toll free)

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