

Information Bulletin

Feb 19, 2019

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

Subject: Stock Hearing Aid(s) & Exchanged and Returned Hearing Aid(s)

When Dispensing Stock Hearing Aid(s)

- Please contact the Hearing Aid Manufacturer when a stock aid has been dispensed to ensure WorkSafeBC is billed appropriately for the Hearing Aid(s).
- Provide the Hearing Aid Manufacturer the **fitting date** in order to ensure the warranty periods are accurate.

If the Injured Worker exchanges or returns the Hearing Aid(s)

- Send the Hearing Aid(s) back to the manufacturer for credit, then proceed with dispensing new hearing aid(s).
- Record the date the Hearing Aid(s) are exchanged or *returned by the worker* to the clinic on Serial Number Record Form (69D9).
- Record the date the Hearing Aid(s) were *sent back to the manufacturer* on Serial Number Record Form (69D9) (may be the same date as above).
- If the exchanged or returned hearing aid(s) are **stock aids**, please contact the manufacturer as soon as possible. This helps ensure that WorkSafeBC receives a credit before the manufacturer invoices for the newly dispensed hearing aid(s).

Note – When returning hearing aid(s) to **Beltone Canada**, please contact Quality Assurance Supervisor *by email* with the tracking number.

If you have any questions please do not 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>

14th Annual
Health Care Professional
Conference

Westin Bayshore Vancouver | June 14, 2019

