

# Information Bulletin

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July 17, 2019

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

**Subject: Hearing Aid Provider Services Agreement - Renewal & Amendments**

We are happy to announce that WorkSafeBC will be renewing the Hearing Aid Provider Services Agreement effective August 1, 2019 for the 3 year term. In addition, we have made a few changes to the Agreement.

The Renewal and Amendment document will be sent to you shortly – please review this document in detail, which includes changes to Schedule A and Schedule B (Fee Schedule). You will also be receiving an updated version of the Reference Manual and there are updated forms for download as well (see below).

A few of the key changes to the Agreement are summarized below:

## Fee Schedule

- Rates: many rates increase effective August 1, 2019
- Earmold (19699) can be billed as required with no limit on the number of times it can be invoiced
- Hearing Aid Return (19682) - The new Hearing Aid Return form (83D425) must be submitted with all hearing aid(s) being returned or exchanged. For in-clinic stock hearing aids, the manufacturer must be contacted for credit to WorkSafeBC prior to billing this fee code.
- Please review Section 5.0 in the Reference Manual: Steps for Exchanged or Returned Hearing Aid(s).
- Manufactures Repair Cost (19698) – If a worker receives a FREE accessory, within the Hearing Aid Price Cap, WorkSafeBC is not responsible for any repair costs for the

accessory. Exception – if a worker receives a remote control within the Hearing Aid Price Cap, and the warranty has expired, WorkSafeBC will cover the repair cost.

- Accessories under \$200 (19693): amount increased from \$100 to \$200.
- Accessories over \$200 (19562): amount increased from \$100 to \$200.
- Charging Unit/Batteries for Rechargeable Hearing Aids (1220353): New fee code to capture the supplies for rechargeable hearing aids specific to batteries and chargers. All other accessories are to be billed under the “accessories” fee codes.

## Reference Manual

- Updated procedures and process maps
- Section 5.0: New Process Steps for Exchanged or Returned Hearing Aids
- Section 10.0: Purchasing Hearing Aids Prior to a Claim Decision - Scenarios include a time-line for reimbursement within one year.
- Section 16.0: Worker & Hearing Aid Provider Travel – requires pre-authorization from WorkSafeBC Hearing Loss Unit prior to billing the fee code 19644.
- Section 20.0: Threat Management Procedures added

## Forms

- Updated forms: forms have been updated to standardize the information.
- Effective immediately, please use the updated forms which can be found on the website [worksafebc.com](http://worksafebc.com) under the Resource section within the Hearing Aid Services tab.
- New Form - Hearing Aid Returns Form (83D425) - must be submitted when a hearing aid is returned or exchanged in the 60 day trial period. Please review Section 5.0 in the Reference Manual: Steps for Exchanged or Returned Hearing Aid(s).