

Information Bulletin

May 29, 2019

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

Subject: Invoicing, Fitting Date, Inability to Service a Worker's Hearing Aid(s)

Invoicing

In order to ensure smooth payment processing, please be reminded to use the Hearing Aid Provision and Services Invoice form (51D12) when submitting your billing to WorkSafeBC. Invoices on clinic letterheads may not be processed by Payment Services.

Fitting Date

There has been some confusion regarding which Fitting date to record on the WorkSafeBC forms when Hearing Aid(s) are exchanged during the trial period.

- **When billing the Fitting Fee**, the *original Fitting date* is recorded on the Hearing Aid Provision and Services Invoice form (51D12). Our CMS system uses this fitting date when determining the end date for the one year fitting fee period.
- **If a hearing aid is exchanged during the trial period** it is important to record the *new Fitting date* of the hearing aid(s) on the serial number record form (69D9) in order to ensure accuracy of the warranty period(s) with the Hearing Aid Manufacturer.

Inability to Service a Workers Hearing Aids

If a worker with existing Hearing Aid(s) comes to your clinic, and you do not have the manufacturer's software to service the aid(s), do not submit a Hearing Aid Replacement request; instead, direct the worker to a clinic who can service their Hearing Aid(s) or contact Health Care Services.

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

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