

Information Bulletin

October 29, 2019

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

Subject: Replacement Request to Replace Beltone Hearing Aids and Revision to January 28, 2019 Bulletin

Replacement Request to Replace Beltone Hearing Aids

If an injured worker who has been fit with Beltone Hearing Aid(s) wants to transfer to your clinic and your clinic does not dispense or service Beltone Hearing Aids, an early replacement request will need to be submitted to WorkSafeBC.

The clinic who is submitting the Hearing Aid Replacement Request form (51W6) to replace Beltone Hearing Aid(s) **is responsible** for returning the Beltone Hearing Aids to the manufacturer for credit. Please follow the process described below:

- Submit the [Hearing Aid Replacement Request form \(51W6\)](#) and indicate that you are unable to service Beltone Hearing aids and the worker has decided to transfer to your clinic and not return to the Beltone clinic.
- You will receive a letter of authorization to replace the Beltone Hearing Aids via fax from WorkSafeBC.
- Contact Beltone Canada Customer Service 1.800.387.3744 and confirm shipping address of 2 East Beaver Creek Road Building 3, Richmond Hill Ontario L4B 2N3.
- Return the Beltone Hearing Aids to Beltone Canada within 5 days of the hearing aids being returned to the clinic.
- Submit the [Hearing Aid Return form \(83D425\)](#) to WorkSafeBC, as it will determine the appropriate credit that WorkSafeBC will receive for the Beltone Hearing Aid(s). *Please review Section 5.0 Steps for Exchanges or Returned Hearing Aids in the Reference Manual.*
- Contact Quality Assurance Supervisor with the priority shipping tracking number.
- Invoice WorkSafeBC using the shipping fee code 19634 and submit with copy of the shipping invoice from hearing aid manufacturer.
- Fit the injured worker with new hearing aids.

Revision to the January 28, 2019 Bulletin - Documentation on Hearing Aid Replacement Information Form (51W6)

The January 28, 2019 bulletin stated that if hearing aid(s) **cannot be repaired** by the manufacturer, please include a copy of the letter from the manufacturer stating the hearing aids cannot be repaired, along with the replacement request.

We understand that a letter is not always possible however please document on the Hearing Aid Replacement Information Form (51W6):

- The name of the hearing aid manufacturer.
- The person you spoke with.
- Indicate why the manufacturer is unable to repair the hearing aid (e.g. hearing aid is over 5 years, no parts available, hearing aid is not repairable etc.).

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