

Information Bulletin

July 11, 2019

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

Subject: Time-line for submitting forms when replacing Hearing Aid(s) over 5 years old

It has come to our attention that some providers are not submitting the required forms when replacing Hearing Aid(s) that are **over five years old**. This creates a problem when the manufacturer bills WorkSafeBC for replacement Hearing Aid(s) when WorkSafeBC has no documentation on file.

Moving forward, in order to ensure smooth payment processing for services provided, please ensure that you are doing the following:

- When replacing Hearing Aid(s) **over five years old**, submit the Hearing Aid Replacement Request form (51W6), a current audiogram (83D73) and Real Ear Measures (83D72) on the aids *that you are replacing* (if possible) **before** you order new hearing aids.
- Submit the Hearing Aid Serial Number Record form (69D9), the Real Ear Measures form (83D72) and the Hearing Aid Provision and Services Invoice (51D12) *for the new Hearing Aid(s)*, at the time of the new hearing aid fitting.

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

This bulletin serves as a communication channel between Health Care Services and the program providers. If you would like to be added to the email list, change your email address, or be removed from the list, please send an email to hcsinqu@worksafebc.com requesting the change.