

# Information Bulletin

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October 08, 2019

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

**Subject:** Updated Hearing Aid Replacement Request form 51W6, clarification regarding documentation on Serial Number Record form, accessories under \$200, and denied replacement for lost or damaged hearing aid

## Updated Hearing Aid Replacement Request Form 51W6

Health Care Services updated the [Hearing Aid Replacement Request form 51W6](#) in August 2019 to include the worker address and phone number.

You can also find the updated 51W6 in the Resources section on the WorkSafeBC website <https://www.worksafebc.com/en/health-care-providers/rehabilitation/hearing-aid>.

## Clarification Regarding Documentation on the Serial Number Record Form 69D9

The Serial Number Record form (69D9) is used to document and keep track of the hearing aid serial numbers in the following instances:

- When a worker is fit with a new hearing aid.
- When hearing aids have been returned and exchanged during the trial period.
- To document replacement for lost or damaged hearing aids (within or outside of the 1 year lost and damaged warranty period).
- When the serial number has changed due to repair.
- When hearing aids have been replaced.

**Please ensure to record the hearing aid serial numbers on the original Serial Number Record form 69D9 that was previously submitted.**

- Do not submit a new form 69D9 each time.
- Do not use a cover sheet when faxing the Serial Number Record form.
- Please fax the Serial Number Record form separately from all other forms.

## Clarification Regarding Accessories Under \$200.00 (Fee Code 19693)

WorkSafeBC has been receiving requests for approval for accessories under \$200.00 (Fee Code 19693). We would like to clarify that:

- For accessories under \$200.00, authorization is **not required**.
- For accessories over \$200.00 (Fee Code 19562) approval **is required**.

## Denied Replacement for Lost or Damaged Hearing Aid

If a replacement request for a lost hearing aid is denied and the worker decides to purchase the hearing aid privately, WorkSafeBC may pay the maintenance cost of those hearing aids. If this occurs, please send in the updated Serial Number Record form (69D9) for the hearing aid(s) the worker paid for privately.