

Information Bulletin

August 13, 2021

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

Subject: HAP Survey, Hearing Aid Repair Warranty, Requests for ALDs, Clinical Records Requests

HAP Survey

We appreciate your feedback and we would like to hear from you regarding the current contract, fee schedule and Reference Manual by Sept 17, 2021.

Please follow the link below to access the survey:

<https://eds.ca.matchbox.maruhub.com/survey/enter/s/ESV-dy02-963452404>

Hearing Aid Repair Warranty

We have seen an influx of invoices for hearing aid repairs where the 12-month repair warranty was incorrectly selected.

- As per the Reference Manual Section 13.0, when hearing aid(s) require an out-of-office repair and are sent to the manufacturer please select the **6-month repair warranty**.

Requests for Assistive Listening Devices (ALD)

As you know, when submitting written requests for approval for ALDs the rationale, cost (including dispensing fee), and benefits to the worker are required. On many of the requests submitted, the quote from the manufacturer is not being included with the quote for the cost of the device.

- For any requests for Assistive Listening Devices please include the quote from the manufacturer with the written request.
- As per Fee Schedule B, WorkSafeBC pays the manufacturers cost of the ALD and the HAP can bill the ALD dispensing fee, if approved.

Requests for Clinical Records

When a worker transfers to your clinic and the worker consents to a release of information from the previous clinic, you are required to provide the clinical record to the requesting clinic in a timely manner.

In a situation where a worker does not consent to a release of information from the previous clinic, the worker can request a release of information from WorkSafeBC by contacting the Hearing Claims Officer. The records will be mailed to the worker.

Reminders

You can find all information regarding the Hearing Services program within your Services Agreement, [Reference Manual](#) and [Fee Schedule](#). More information can be found on the website on the [Hearing Services Page](#).

For Payment Related Questions

WorkSafeBC Payment Services

604.276.3085 extension 2

1.888.422.2228 (toll free)

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