

Information Bulletin

November 17, 2022

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

Subject: Cerumen Removal (Fee Code 1264385), Requesting Serial Numbers, Approval for Batteries, & Active vs Inactive Claim Status

Cerumen Removal (Fee Code 1264385)

The cerumen fee code was introduced with the new contract in August 2022. It has been brought to our attention that this fee code is being invoiced incorrectly. As per the business rules outlined in the Fee Schedule (Schedule B), the cerumen removal fee code is only to be invoiced once and at the time of a new hearing aid fitting. It cannot be invoiced during in-house services, hearing re-evaluations, or as a stand-alone service.

Requesting Serial Numbers from WorkSafeBC

Please note that requesting serial number from WorkSafeBC Officers is not permissible. WorkSafeBC Officers can only confirm serial numbers and fitting dates when the provider has brought forward the information. WorkSafeBC Officers are not permitted to give serial numbers to providers.

If the worker has received hearing services from a different clinic and has requested hearing services from your clinic, you may request a transfer of clinical records to update the worker's clinical file and confirm serial numbers. You may also contact the hearing aid manufacturer to confirm if the serial numbers are still active and assigned to the worker.

Approval for Batteries

Please note that requesting approval for batteries is not required so long as it is clinically appropriate to dispense the batteries to the worker. You may dispense a minimum of 6 months' worth of batteries at the time of fitting a new hearing aid and up to a maximum of one years' worth of batteries. Thereafter, providers may dispense the maximum strength battery available for the Hearing Aid fitted as clinically appropriate. Additionally, the worker's confirmation of receipt of the batteries must be maintained in the Injured Worker's clinical file as WorkSafeBC may request these from time to time.

Approval for Batteries

If a worker has an accepted WorkSafeBC claim for hearing loss their claim will remain accepted indefinitely. If a claim is 'inactive' it does not mean that the claim is not accepted.

To confirm claim status you can:

- Contact the Claims Call Center at 604.231.8888/toll free 1.888.967.5377 or search "view claim information" on our website at www.worksafebc.com. You will need the Injured Worker's claim number, personal health number and your payee number.
- Check that the claim Eligibility Status is Allowed and review Side of body to determine if one or both ears have been accepted.

In the case where the claim is Inactive, you can still invoice for Services as per Fee Schedule B business rules and once an invoice or report is submitted the status will change to Active.

For Payment Status, Inquiries, and Issues:

Check out our online [View Payment Invoice Status](#) service.

If you are a My Provider Services user, [log in](#) for a more robust online Invoice Status and History service.

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>



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