

Information Bulletin

August 30, 2022

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

Subject: New Program Manager, New Quality Assurance Supervisor, Stock Hearing Aids, Invoicing through My Provider Services

New Program Manager

We would like to take this opportunity to introduce Megan Shields as the new Program Manager. Megan will be taking over the Hearing Aid Services program from Dana Chmelnitsky. Megan has been an Occupational Therapist since 2014 and has past clinical experience as a community occupational therapist for both physical and mental health injuries. She is joining our team from the Mental Health Claims Unit in her previous role as an Occupational Therapist Clinical Advisor.

New Quality Assurance Supervisor

We would like to take this opportunity to introduce Cole Thevenot as the new Quality Assurance Supervisor for the Hearing Services Program, effective September 12, 2022. He started with WorkSafeBC in 2019 as a Recovery and Return to Work Specialist, and in early 2022 he began the role as Quality Assurance Supervisor in Health Care Programs.

Stock Hearing Aids

If a Hearing Aid Provider (HAP) is fitting a worker with stock hearing aid(s), the HAP must contact the manufacturer **immediately** to request a credit to the clinic and rebill hearing aids to WorkSafeBC.

A reminder:

- The HAP is required to contact the manufacturer and provide the fitting date for the hearing aids in order to adjust the warranty periods.

Invoicing through My Provider Services

If you used My Provider Services before August 25, 2022, you may have noticed the flat fee amount incorrectly displayed the previous fee schedule in some cases. This issue has been resolved, and the fee codes are now displaying correctly. If the same fee code appears on multiple contracts, you will see the amount of the fixed rate in the drop-down menu.

Please be assured that even you might have seen an incorrect amount displaying for some fee codes before August 25, 2022 you will still be paid the correct contracted amount based on date of service.

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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