

Information Bulletin

September 7, 2022

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

Subject: Hearing Aids being returned after 90 days leading to a restocking fee charge

Hearing Aids being returned after 90 days

It has come to WorkSafeBC's attention that Hearing Aid Providers are returning hearing aids after 90 days from the fitting date, and WorkSafeBC is being charged a re-stocking fee. WorkSafeBC has also recently learned that Hearing Aid Providers are ordering and fitting the exchanged hearing aids before returning the original hearing aids, and WorkSafeBC being charged for a restocking fee.

If the below guidelines are met, a restocking fee for returned hearing aids would not be charged to WorkSafeBC. As per Section 6.0 Steps for Exchanged or Returned Hearing Aids, it is WorkSafeBC's expectation:

- If an Injured Worker returns or exchanges a hearing aid during the 60 day trial period the Hearing Aid Provider must:
 - Submit the [Hearing Aid Return Form 83D425](#) **within 7 business days** of the hearing aids being returned to the clinic and,
 - The hearing aid(s) must be sent to the manufacturer **within 5 business days** of the Injured Worker returning the hearing aid to the clinic.
 - At the end of the **60 day trial period**, the Hearing Aid Provider must obtain the Injured Worker's written acceptance of hearing aids.
- As per Section 6.4, "If a hearing aid was returned within 90 calendar days after the fitting and no other hearing aid was fit on the Injured Worker, ensure the hearing aid(s) is **returned within 90 calendar days** to prevent a restocking fee to be charged to WorkSafeBC.

Reminders

1. Hearing Aid Providers are required to contact the manufacturer and provide the fitting date to adjust the warranty periods and the age of the hearing aids.
2. Invoices must include hearing aid(s) serial numbers.

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 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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