

Information Bulletin

January 24, 2023

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

Subject: Manufacturer Invoices for Accessories

Recently there has been an increase in manufacturer invoices for bulk hearing aid accessories being submitted to claim files. In a previous bulletin dated October 24, 2022 it was noted that *"for lower cost items (i.e. Domes, wax guards, etc.) we do not require a manufacturer invoice if these items have been ordered from the manufacturer in bulk. However, for all other accessories please include a manufacturer invoice with the serial numbers of the hearing aids written on the invoice."*

Please be advised that bulk manufacturer invoices for hearing aid accessories from the following list are no longer required to be sent into the worker's claim file. This is not an exhaustive list and should include other low cost accessories that are ordered from the manufacturer in bulk:

- Domes
- Wax Guards
- Tubes
- Cleaning Kits, etc.

For all other hearing aid accessories please include the manufacturer invoice stamped "copy not for processing" with the hearing aid serial numbers written on the invoice as well.

As a reminder, if you have issues with receiving payment for an invoice, please contact Payment Services for instructions to resubmit a rectified invoice.

Please contact Payment Services for billing and payment inquiries:

- Lower Mainland: 604.276.3085
- Toll-free: 1.888.422.2228

Thank you for your ongoing commitment to providing services to injured workers. Please contact us if you have any questions or concerns.

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>