

Information Bulletin

May 3, 2022

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

Subject: Requests for Optional Upgrades for Advanced Remote Microphone Systems

Optional upgrades for advanced remote microphone systems (i.e., FM systems) will be considered by WorkSafeBC on a case by case basis. However, it's WorkSafeBC's expectation that a standard remote microphone be dispensed in order to meet the injured worker's needs prior to submitting a request for an advanced remote microphone system (i.e., FM system), as clinically applicable. A standard remote microphone may come as a free accessory with a hearing aid(s) purchased or can be invoiced as an accessory, as per Fee Schedule B.

Where a standard remote microphone does not meet the injured worker's needs, a written request may be submitted for WorkSafeBC's consideration. The written request must include:

1. Provider letter that includes:
 - results of a speech in noise test;
 - steps taken to counsel the injured worker on the use of the standard remote microphone;
 - the challenging or exceptional listening environments that the injured worker routinely participates in where the standard remote microphone was not meeting their needs;
 - how the optional upgrade to an advanced remote microphone system (i.e., FM system) will address their listening needs in challenging environments.
2. Worker letter that includes:
 - a description of the difficulties they experience in specific challenging or exceptional listening situations, and
 - confirmation that they understand how to use the standard remote microphone and why the standard microphone was not meeting their needs.
3. Itemized cost of the device(s) and manufacturer quote

Effective immediately, for approved requests for an optional upgrade for an advanced remote microphone systems (i.e., FM systems) WorkSafeBC will pay up to a maximum of \$500.00 towards the manufacturers cost of the device. The injured worker will be responsible for the remaining manufacturers cost of the device.

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 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>