

Information Bulletin

May 12, 2021

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

Subject: Submitting forms using My Provider Services (*Amendment to Bulletin dated April 14, 2021*), Virtual Site Visits and Audiologist Diagnostic Assessment

Submitting forms or documents using My Provider Services *Amendment to Bulletin dated April 14, 2021*

When submitting an invoice using *My Provider Services* and you need to upload 'Additional Documents', there will no longer be the 'Other' drop down option to upload any documents (e.g. manufacturer's invoice) in the coming weeks. You will need to select the **specific form** found in the drop down menu and then upload the document (*i.e., Serial Number Record form, External Real Ear Measures form*).

When submitting the **Hearing Aid Replacement Form 51W6** you need to include the current audiogram, REMs and tracings.

Mandatory submissions (request is considered incomplete without the following attachments)

- ☐ Current audiogram (using form 83D73 External Hearing Evaluation)
- ☐ Real ear measurements (REM) of hearing aids requested to be replaced (external REM form 83D72 **not required** for aids requested to be replaced; please write the worker's claim number and 51W6 on each REM tracing)

When submitting the manufacturer's invoice, previous REM's and REM tracings (*not associated with a billable service*) use the **Hearing Aid Program Cover Sheet 83D110**.

Type of report

- ☐ Manufacturer's invoice — please stamp on invoice "COPY ONLY, NOT FOR PROCESSING"
- ☐ Other (including copies of prior audiograms or real ear measurements not associated with a billable service)

Virtual Site Visits

As part of our ongoing quality assurance plan, we will be conducting virtual site visits to our network.

- Your clinic may be contacted to set up an appointment for site visits starting early June 2021.
- You will need to be able to access our Microsoft Teams link with video option.
- The Practitioner and at least 1 front desk staff must be present.

Audiologist Diagnostic Assessment - Hearing Tests for Adjudication

If an injured worker comes into your clinic with a letter from WorkSafeBC requesting an 'Audiologist Diagnostic Assessment', the hearing evaluation needs to be done by a Registered **Audiologist** as these assessments are used for claims adjudication.

- All hearing tests requested by WorkSafeBC must be completed by a Registered Audiologist in order for the hearing test to be invoiced and paid.
- Report Form 51D4 must be submitted within 5 business days after completion of the Assessment to be eligible to bill the Fee Code 19696.
- If your clinic does not have an Audiologist, the clinic is required to have the injured worker contact their Board Officer to be referred to a clinic with a Registered Audiologist.
 - It is the responsibility of the Hearing Aid Providers to contact WorkSafeBC at hcsinqu@worksafebc.com with updates on whether the clinic has an Audiologist or not.

Reminders

1. When contacting the Claims Call Centre to verify the most recent hearing aid(s) for the injured worker, **you must have the serial numbers** from the hearing aids from the worker.
2. **All invoices must include the serial numbers** for the hearing aids fit on the worker. If hearing aids were exchanged during the trial period after invoicing the Fitting Fee, please ensure you submit the updated Serial Number Record Form and submit the [Hearing Aid Return Form 83D425](#).

You can find all information regarding the Hearing Services program within your Services Agreement, [Reference Manual](#) and [Fee Schedule](#). Additional information can be found on the website on the [Hearing Services Page](#).

For more information about other health care programs at WorkSafeBC, visit us online at <https://www.worksafebc.com/en/health-care-providers>