

Information Bulletin

April 14, 2021

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

Subject: Verifying Fitting Dates, Lost or Damaged Replacement Requests and Submitting Forms Using My Provider Services

Verifying Fitting Dates

We would like to provide clarification when calling the Claims Call Center to verify Fitting dates.

- Hearing aid serial numbers are used to verify if the hearing aids were purchased by WorkSafeBC and the age of the hearing aids.
- The Claims Call Center cannot provide any information regarding the injured worker's hearing aids unless the Hearing Aid Provider provides the serial numbers.

The Hearing Aid Provider **must provide** the serial numbers of the hearing aids that the injured worker is wearing to the Claims Call Center in order to verify if the hearing aids are funded by WorkSafeBC and to obtain the initial fitting dates.

If the worker has lost the hearing aids, the Hearing Aid Provider must follow the process for lost hearing aids, **regardless of the age of the hearing aids.**

Lost or Damaged Replacement Requests

Recently, the Hearing Loss Unit has received many incomplete lost replacement requests with missing or inaccurate information on the Form 51W18. Additionally, we are seeing many lost replacements completed within the first year of purchase, without authorization.

For clarification on the process, in the Hearing Aid Providers Agreement Section 7.0 Lost or damaged hearing aid(s) (beyond normal wear and tear)

- When hearing aid(s) have been lost or damaged (beyond normal wear and tear, replacement authorization is "always required" regardless of the age of the hearing aids. This means if the lost or damaged hearing aid is within the one year lost and damaged warranty period, approval is still required even if it is a free replacement.

- The Hearing Aid Provider must submit a complete and accurate Form 51W18 for review and decision.
- If the age of the lost or damaged hearing aid(s) is within the first year the Hearing Aid Provider and the worker will be notified of the decision.
- If the age of the lost or damaged hearing aid(s) is beyond the first year **only the worker** will receive notification of the decision
- If an incomplete Form 51W18 is submitted, the request will not be reviewed.
- If a lost replacement has been completed without authorization the re-fitting fee (Fee code 19626) or Fitting Fee will not be paid.

Submitting forms using My Provider Services

As of September 14, 2020, many HAPs began using our new online invoicing portal, My Provider Services.

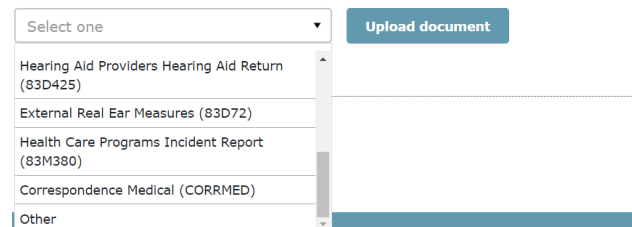
When submitting an invoice on My Provider Services under 'Additional Documents':

- Select the appropriate form(s) from the drop down menu when uploading WorkSafeBC forms.
- If the fee code(s) require a manufacturer's please ensure the manufacturer's invoice is uploaded with the invoice and 'Other' from the drop down.

Do you have any additional documents? (optional)

If you would like to include other supporting documents related to your invoice, such as receipts or forms, please select a document from the drop down list and upload your document.

Each file has a maximum limit of 4.5 MB, except "Other" which has a maximum limit of 4.0 MB.



If you are currently not yet using new portal, you can access [My Provider Services](#) directly from the Hearing Services page (*Submitting Reports and Invoices*) on WorkSafeBC.com.

Reminders

1. All requests for accessories over \$200.00 must be in writing and faxed to WorkSafeBC. The letter must include the cost, rationale and benefits of the accessory for the injured worker.
2. Complete the [Hearing Aid Returns form 83D425](#) for any hearing aids exchanged and returned to the manufacturer.
3. When submitting requests for travel reimbursement (when a worker is unable to travel to the clinic) it must include the Travel Fee code 19644, duration of the travel (\$15.00 per 15 minute increments) and total costs. The Hearing Loss Officer will notify the Hearing Aid Provider with Decision.

4. 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](#).