

## Hearing Aid Providers

**February 3, 2009**

2009 – 06

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Happy 2009! We hope that everyone had a great holiday season.

Health Care Services has recently gone through a reorganization of its management structure. As a result, Sara Gilbert will resume her position as Program Manager for the Hearing Aid Provider Network. Additionally, Sasha Brown will continue as Quality Assurance Supervisor.

### **New Fees:**

Please be reminded that new fees came into effect on January 01, 2009 for:

- 19688 Out-of-office remake or repair;
- 19692 Re-evaluation of the Injured Worker/Hearing Aid(s); and,
- 19696/19697 Diagnostic Fee

### **EOI/Qualification Process:**

As you know, WorkSafeBC issued a new Expression of Interest (“EOI”) last year which indicated that qualification opportunities would only be given to those in areas identified as underserved.

To ensure equal access to WorkSafeBC opportunities, WorkSafeBC is going to issue a subsequent EOI which removes the geographical restriction. Please note, EOI's are not required for clinics that are already qualified, and the Qualification Process will remain the same.

WorkSafeBC is contemplating a formal bid opportunity ('Request for Qualifications') for the next Agreement and will be discussing this at the next liaison group meeting.

### **Notice:**

You might have noticed that the Hearing Loss Unit no longer has a dedicated phone number (previously 604-276-3134). If you have an inquiry regarding a hearing loss claim, please call 604-231-8888 or 1-888-967-5377 to speak with a

customer care agent. If appropriate, you will be transferred to the appropriate Claims Officer.

## **Reminders**

### **Fax Numbers:**

Documents being sent to old fax numbers that are no longer in operation (specifically 604-279-7490) will not reach the claim file or WorkSafeBC staff.

- Please remember to only use the fax number provided on the forms.

### **Documentation:**

Please remember to include all documents when submitting information for hearing aid fittings.

- Real Ear Measurements are required for all hearing aids being replaced.

Thank you for your continuing efforts in providing care for injured workers.

If you have any questions, please feel free to contact us.



### **Early Bird Prize**

Register before March 8 to be eligible to WIN an LG HDTV. Visit [www.healthcareproviderconference.com](http://www.healthcareproviderconference.com) to register. Looking forward to seeing you all at the [5th Annual Health Care Provider Conference](#).