

# INFORMATION BULLETIN

## Hearing Aid Service Providers Worker Travel Reimbursement Process Change

#2010 – 09

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Please see the updated information sheet that workers will be receiving regarding the new worker travel reimbursement process. The phone number has been updated since our last communication.

As a reminder, the new reimbursement process is simplified. Effective immediately, we ask that workers no longer submit Worker Travel Reimbursement forms; instead they should call the following numbers to report travel expenses.

Toll free: 1-888-967-5377 local 5450  
Lower mainland: 604-214-5450

When a worker calls to report these expenses, they must provide the following information:

- Name
- Contact phone number
- Claim number
- Date of travel
- Reason for travel
- Total number of kilometers travelled and any other travel expenses.
  - (Workers should note that, to receive payment for mileage, they must have travelled more than 48 kms round trip).

As stated in our last communication, please destroy your supply of “Worker Travel Reimbursement” forms immediately as WorkSafeBC no longer requires them.

Please contact Hearing Loss staff 604-276-3340 if you have any questions.



# TRAVEL REIMBURSEMENT GUIDELINES FOR THE WORKSAFEBC HEARING AID PROGRAM

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Typically, WorkSafeBC will reimburse transportation costs for workers who must attend treatment or appointments related to their claim (when travel is greater than 48 km round trip).

Here's a list of some of the expenses that WorkSafeBC pays:

- Hearing evaluation (if requested by WorkSafeBC)
- Hearing aid or earmold impressions
- Hearing aid pick-up with adjustments/fitting
- Hearing aid check/follow-up
- Hearing aid internal adjustments or shell modifications that require you to be present (e.g., the hearing is weak, sharp, scratchy, or uncomfortable, etc.)

In some circumstances, WorkSafeBC may also reimburse transportation costs for the following:

- Unscheduled appointments (i.e., travel that WorkSafeBC was not informed of until after the appointment)
- Hearing aid repairs that can be mailed to the clinic (e.g., the hearing aid battery is dead)
- Hearing aid pick-up without adjustments/fitting, or pick-up/drop-off by someone other than the worker
- Hearing aid cleaning
- Battery pick-up

To request reimbursement, call WorkSafeBC at 1 888 967-5377, ext. 5450, or 604 214-5450 if calling from the Lower Mainland.

**Note:** WorkSafeBC will reimburse you (for approved expenses) for travel to the clinic nearest your home. If you opt to go to another clinic, WorkSafeBC won't pay the difference.

