

# INFORMATION BULLETIN

## Hearing Aid Services Provider Agreement Amendment

**November 30, 2009**

**2009 – 74**

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As you know, WorkSafeBC recently conducted a survey with the provider network for feedback on the current *Agreement*, the term of which comes to an end on December 31, 2009.

The majority of the feedback received pertained to the implementation of WorkSafeBC's new computer system and subsequent payment delays/issues that clinics have been experiencing. Please be assured that staff is working hard to resolve any outstanding issues. If you still have unresolved payments with remittance statements older than September 30, 2009 please fax these statements to (604) 233-9779 attention "Reconciliation Team", so that we can assist you.

With respect to the *Agreement*, WorkSafeBC will be sending you an amendment shortly. The following is a summary of the changes for the new *Agreement*.

1. Term: January 1, 2010 to February 28, 2011;
2. Fee increase of 2% to all fee item codes; and,
3. The addition of language pertaining to interest. Generally, interest will be paid on outstanding accounts after forty-five (45) calendar days from the date the invoice was transmitted to WorkSafeBC and will only be paid on accounts submitted electronically through the MSP Teleplan Network. We expect that electronic invoicing will be made available in 2010.

Separately, in Q1 2010, WorkSafeBC plans to add a fee code for "Hearing Aids" as a billable item to the *Hearing Aid Service Provider Agreement*. The billing of this item is optional for clinics and will be added as a separate amendment in the New Year. Please see page 2 for more information.

Please contact us if you have any questions.



WORKING TO MAKE A DIFFERENCE

## Corporate and Health Care Purchasing

### Mailing Address

PO Box 5350 Stn Terminal  
Vancouver, BC V6B 5L5

### Location

6951 Westminster Hwy.  
Richmond, BC V7C 5L5

[www.worksafebc.com](http://www.worksafebc.com)

Ph: (604) 276-3344

Fax: (604) 276-3260

Email: [purchase@worksafebc.com](mailto:purchase@worksafebc.com)

## SCHEDULE B PROPOSED ADDITIONS FOR 2010

In Q1 2010, WorkSafeBC plans to add a fee code for “Hearing Aids” as a billable item to the *Hearing Aid Service Provider Agreement*. This means that clinics may bill WorkSafeBC directly for the hearing aid(s) instead of the Manufacturer. The WorkSafeBC hearing aid cap of \$700.00 per aid will still be maintained.

At this time, we invite all hearing aid service providers to complete and submit this form to indicate that they will be billing WorkSafeBC directly for hearing aids, once this fee item comes into effect. The manufacturers will be provided with a list of clinics that will be directly billing WorkSafeBC.

Please note, hearing aid clinics that do not return this completed form will not be able to bill for this item for the duration of the Agreement.

Please complete and return to the address below **by December 31, 2009**:

WorkSafeBC  
Attn: Corporate & Health Care Purchasing  
6951 Westminster Highway  
Richmond, BC V7C 5L5  
Fax: (604) 276-3260  
Email: [purchase@worksafebc.com](mailto:purchase@worksafebc.com)

The completion and submission of this form to WorkSafeBC confirms the clinic's (noted below) commitment to directly invoice WorkSafeBC for hearing aids, when this option becomes available in 2010. It is understood that clinics committing to directly invoicing WorkSafeBC for hearing aids must invoice for all hearing aids fit to Injured Workers. It is understood that the billing of hearing aids will form part of the Hearing Aid Service Provider Agreement, as a future contract amendment.

Signatory Name	
Signatory Signature	
Clinic Name	
Clinic Address	
Clinic Payee Number	
Date	