

## UPCOMING CHANGE TO HEARING INSTRUMENT SERVICE DELIVERY

As of April 1, 2015, the Ministry of Social Development and Social Innovation (ministry) is changing the way it administers hearing instruments. *This includes; hearing aids, bone anchored hearing aids, cochlear implants, new requests, repairs, and replacements.*

You are receiving this letter because our records indicate that you have provided one or more hearing instrument devices to a ministry client in the past year.

In an effort to improve service delivery, the ministry is piloting a claims administration model with Pacific Blue Cross (PBC) acting as the hearing instrument program coordinator. Vendors will now be able to work directly with PBC to confirm client eligibility, submit supporting documentation, receive and advise the recipient of the decision and receive payment for goods provided (if approved).

### Guidelines:

- Hearing instruments – up to \$2,000 per aid
- New hearing instrument purchases must include:
  - 1 year supply of batteries (included in the purchase cost)
  - One- time replacement coverage (paid at \$300 per aid)
- 3 year replacement period

As of April 1, 2015, clients will no longer need to contact the ministry to request hearing instruments.

To request hearing instruments, clients can now work directly with a hearing instrument service provider. Clients only need to provide their Personal Health Number (PHN/Care Card) to their **hearing instrument service provider** as individuals do now when accessing **dental, orthodontic, and optical** services to verify their eligibility for coverage.

To assess a recipient's eligibility for hearing instruments, PBC will follow these steps:

1. Confirm the recipient's eligibility.
2. Where eligibility is confirmed, PBC advises the service provider what supporting documentation is required. The hearing instrument service provider then has 120 days to respond to PBC, with the required records, for adjudication.
3. Once all diagnostic records and supporting documentation have been received, make a final decision.
4. Advise the hearing instrument service provider directly of the decision. The hearing instrument service provider will advise the recipient of the decision.

### Effective April 1 2015;

All **service provider enquiries** regarding hearing instrument coverage should be directed to PBC at:

Vancouver: **1-604-419-2782**

All other Communities: **1-800-667-8801**

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