

CLIENT INFORMATION – HEARING INSTRUMENTS PILOT

CHANGE TO HEARING INSTRUMENT SERVICE DELIVERY

Effective April 1, 2015, clients will no longer need to contact the Ministry of Social Development and Social Innovation (ministry) to request hearing instruments. *This includes; hearing aids, bone anchored hearing aids, cochlear implants, new requests, repairs, and replacements.*

This change allows eligible clients to access services directly with their hearing instrument service provider, and removes the need for individuals and service providers to contact or submit documentation to the ministry.

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.

The service provider will work directly with Pacific Blue Cross (PBC) to start the process of determining eligibility.

1. Once all required documentation has been received by PBC the hearing instrument service provider will be advised of the decision.
2. The hearing instrument service provider will then advise the recipient of the decision.

If approved, hearing instrument payments will be pre-authorized direct to the service provider from PBC.

Effective April 1, 2015, information regarding hearing aids, bone anchored hearing aids, cochlear implants, new requests, repairs, and replacements is available directly from the hearing instruments service provider.