

For Services provided by approved Services Providers of Hearing Aid Devices  
*June 25, 2019 to June 24, 2020*

## 1. Fitting Fee per Hearing Aid - \$463.05

The Hearing Aid must be purchased directly from the list of manufacturers approved by WorkplaceNL.

The fitting fee must be inclusive of all the following which will be covered in four office visits:

- Hearing assessments required to determine type of Hearing Aid
- Ear impression
- Hearing aid selection and ordering
- Hearing aid fitting, verification and adjustment for either analogue or digital Hearing Aid
- Education/Instructions to injured worker's regarding (1) the operation of the Hearing Aid, which includes insertion, removal, on/off switches, t-coils, programs/memory operation, battery removal/insertion (2) care and maintenance of device, which is to include:
  - I. How to remove wax
  - ii. How to change wax guard
  - iii. How to use associated tool
- Provider must have client demonstrate above techniques
- Counseling of expected realistic/unrealistic benefits during and after adjustment period to worker/family
- Contact with injured worker within 30 days
- Follow-up visit to include adjustments, counseling, repair and one re-programming if necessary
- Dri Aid kits must be included with each fitting and must include instructions

## Follow Up Adjustment /Counseling Fee - \$40.00

The maximum allowable visits under this category that is acceptable is two visits. This is allowable for the more difficult fitting and for clients who need extra counseling. The fee is per visit, the rationale must be provided and prior approval is required.

## Replacement Procedure

WorkplaceNL will replace an injured workers hearing aid(s) only when necessary. The minimum replacement time frame is every 5(five) years. The frequency of replacement hearing aids will be subject to audit by WorkplaceNL.

Hearing Aids will not be replaced while under manufacturer or repair warranty without prior authorization of WorkplaceNL.

WorkplaceNL may authorize a new hearing aid if

- Hearing aid is not functioning properly and the cost of repair is no longer considered cost effective
- Hearing aid no longer physically fits properly in the ear and the cost of a new shell is no longer cost effective
- Hearing aid circuitry is inappropriate due to a change in hearing and the cost of replacing the circuit is no longer cost effective
- Significant change in hearing: audiometric test results show that the injured worker's hearing has changed by 15dBHL at 2 consecutive frequencies or by 30dBHL at 1 frequency
- Any other request will be reviewed on a case by case basis by WorkplaceNL

## Replacement of Hearing Aids less than five years old

The vendor must obtain written authorization from WorkplaceNL. For new hearing aid(s) to be approved, the injured workers' current hearing aids must be proven to be inappropriate. The vendor must not solicit clients for replacement of current hearing aids, it must be initiated by the client.

### 2. Support Maintenance Fee per Service - \$29.40

The Hearing Aid Provider must provide follow up and process repairs and returns for Hearing Aid Devices supplied by WorkplaceNL's approved manufacturers for all new purchases and for devices purchased for clients prior to the term of this contract.

A Purchase Order will be issued which will provide prior approval for the client to obtain Support Maintenance Services from the Hearing Aid Provider for a one year period. WorkplaceNL will not pay for the service unless a Purchase Order has been issued. The maximum number of services allowable for clients for support maintenance is four services per year in total. Services may consist of in-person clinic visit or a hearing aid mailed to the hearing aid provider.

If a client requires more frequent services, the Hearing Aid Provider must provide supporting rationale to WorkplaceNL. Prior approval is required in these cases. The client and hearing aid provider will be advised if additional service will be covered. In cases where additional service is approved, a separate purchase order will be issued.

#### Support Maintenance will cover the following services:

Assessment of problems including manufacturer repairs. Manufacturer repairs are applicable when a hearing aid must be sent to the manufacturer when a hearing aid is dead, has internal feedback present, is noisy or hissing, circuit or shell change is necessary or does not meet the manufacturer's electroacoustic specifications.

Minor Repairs include but are not limited to: adjustments, reprogramming, removal of wax, cleaning, repair/replacement of battery doors, ear hooks, tubing, wax guards. Minor repairs are expected to be minimized by appropriate training and education of the client during the fitting process. Hearing aids with repeated repairs will be monitored and audited against the manufacturer's serial number.

The Hearing Aid Provider must identify on the invoice what service was provided and the serial number of the applicable hearing aid. The provider must support all invoices of repairs with the serial number of the hearing aid, a detailed list of repairs performed by the manufacturer and actual manufacturer's repair cost.

### 3. Miscellaneous Fees

Ear Molds Approved Fee Per Aid	As Per Manufacturer
Ear Impressions Approved Fee Per Aid	\$31.50
Real Ear Measurement Fee Per Aid	\$26.25
Re-fit/Re-make Fee Per Aid	\$36.75
Initial impression included in fitting fee.	

### 4. Associated Products

Dri-Aid Kits Outside of Fitting Approved Fee	\$12.60
Ear Mold Blower	\$10.50