

Hearing aid program FACTS:

Hearing loss claims... what do I do next?

Now that you are approved for a hearing aid, here are a few things you should know:

Hearing aids

- A hearing aid provider can help you choose your hearing aid. They will also provide you information on the care and handling of your aid.
- **Choose any approved hearing aid provider.** Contact us or visit our website for a list of providers.
- **Make an appointment** to determine the right hearing aid for you.
- Once an appropriate hearing aid has been selected, **your provider will contact WorkplaceNL for approval.**
- WorkplaceNL will pay your provider directly for approved hearing aids.
- Four batteries will initially be included with your new hearing aid.



Hearing aid battery replacement

- WorkplaceNL will provide replacement batteries for your approved hearing aid.
- Contact WorkplaceNL immediately to order your replacement supply of batteries, when you initially obtain your hearing aid.
- Replacement batteries will be sent to you from an agency contracted by WorkplaceNL. **Replacement batteries are not supplied by your hearing aid provider** (beyond the initial four batteries).
- Contact WorkplaceNL to order more batteries when you have 20 batteries remaining.

Travel



- If a hearing aid provider is located outside your home community, WorkplaceNL will provide travel coverage to the nearest provider for hearing aid fittings, assessments or medical appointments.
- **Travel costs are not covered** for regular care and handling of the hearing aid such as cleaning and battery replacement. Your provider will help you understand how to complete this on your own.
- All travel requests will be reviewed based on WorkplaceNL's applicable policies and procedures.

Check out workplacnl.ca for more information regarding the travel policy and to obtain our expense claim form (Form 95).

Contact us

WorkplaceNL t 1.800.563.9000 w workplacnl.ca