



Hearing Services FAQ

for **WorkSafeNB Hearing Services Providers**

FAQ for WorkSafeNB Hearing Services Providers

1. What changes related to hearing aids are taking place at WorkSafeNB?

The Standing Offer Price and Exception Lists for Hearing Aids, negotiated with manufacturers for WorkSafeNB along with their provincial counterparts in Newfoundland and Prince Edward Island, went into effect in October 2016. The document, which includes the Standing Offer Price list and the Exception Price list, can be found [here](#).

Two separate lists are contained in the one document referenced in the link above. The vast majority of workers with work-related hearing loss are expected to use devices from the first list, the Standing Offer Price List, as it offers about 200 hearing aids from which to choose, all within the \$600 price range. The needs of the remaining workers are expected to be addressed with devices from the Exception List, which is the second part of the document and is easily identified by pink colouring.

The second phase was the establishment of WorkSafeNB firm pricing for the required hearing aid services. The results from WorkSafeNB's procurement initiative for hearing aid services, from New Brunswick service providers, went into effect March 1, 2017. As of that date, a network of qualified service providers, throughout the province, will be contracted to provide hearing services according to a standard fee schedule for all hearing aid devices prescribed on or after March 1, 2017.

For the final phase, WorkSafeNB will contract for audiologist consultant services to meet their longer term needs. This initiative is expected to be finalized in early April. At present, WorkSafeNB uses an audiologist consultant, but that contract soon expires. Audiologist consultant services will provide WorkSafeNB with expert guidance for hearing-related matters, under the responsibility of the director of program development and evaluation. In addition, audiologist consultant services will be responsible for assisting WorkSafeNB with hearing-related claims that require 'exception' handling. For example, when a device not found on the Standing Offer Price List is prescribed, the audiologist consultant will review the request.

2. What happens when a hearing service was authorized by WorkSafeNB before March 1, 2017, but the hearing services provider will not be delivering or completing the service until after that date?

WorkSafeNB will process authorization requests based on the device and pricing standards in place at the time WorkSafeNB granted the authorization approval.

3. What happens when a quote for hearing services was submitted to WorkSafeNB before March 1, 2017, but the quote was not authorized, accepted or processed by WorkSafeNB before that date?

All quotes and/or authorization requests, received by WorkSafeNB on or before March 1, 2017, but not authorized, accepted or processed by WorkSafeNB before March 1, 2017, will be processed by WorkSafeNB based on the standards in place as of March 1, 2017.

4. Will the Standing Offer Price and Exception Lists for Hearing Aids ever change?

Yes, the lists will evolve. Although the Standing Offer Price and Exception Lists for Hearing Aids represents a five-year contract with WorkSafeNB and its counterparts, contract clauses allow the addition of new hearing aid device models and the retirement of others, on a regular basis. The most recent update to the lists was on February 27, 2017.

Given the frequency of changes to the Standing Offer Price and Exception Lists for Hearing Aids, the online version should always be used for reference and verification purposes as paper copies may be obsolete without notice.

FAQ for WorkSafeNB Hearing Services Providers

5. Is there a list of approved hearing service providers for provision of hearing services for WorkSafeNB, and is it subject to updates?

A list of approved hearing service providers, by geographic area within New Brunswick, is available on the WorkSafeNB website. This list will also be provided to workers at the time their claim for a new hearing device(s) is approved.

The list of approved hearing service providers will evolve as new providers or locations are added and others are retired. The director of program development and evaluation will be responsible for approving the addition, modification or removal of hearing service providers, while the purchasing manager will be responsible for maintaining the list of hearing service providers.

All WorkSafeNB hearing service providers are either 1) an audiologist in good standing with the New Brunswick Association of Speech Language Pathologists and Audiologists, or 2) a member in good standing with the New Brunswick Hearing Aid Society (NBHAS) and certified through the National Board for Certification in Hearing Instrument Sciences in the United States.

6. How does a hearing service provider in New Brunswick become an approved hearing services provider for WorkSafeNB?

Hearing service providers should contact WorkSafeNB's purchasing manager to request the form: *Hearing Services Provider – Application for Provision of Services to WorkSafeNB, on behalf of New Brunswick Workers, Experiencing Noise Induced Hearing Loss*. The application package explains the necessary qualifications, and guides the applicant through the application submission preparation, completion, delivery and approval process.

7. What is the process for a WorkSafeNB approved hearing services provider to be paid for services?

Hearing service providers must submit their invoices for payment to WorkSafeNB. The invoices will be verified against the approved fee schedule that follows and against the WorkSafeNB Form *HA-01 – Hearing Aid Fitting and Service Report* and WorkSafeNB Form *HA-02 – Exception Report*, as applicable. The WorkSafeNB forms are presented in more detail later.

FAQ for WorkSafeNB Hearing Services Providers

8. What is the approved fee schedule for hearing services?

WorkSafeNB Hearing Services Fee Schedule at February 17, 2017	
Description	Amount
1. Fitting-maintenance fee - (per hearing aid device) Includes: re-tubing, wax guards, wax removal, minor in-house repairs, adjustments, performance tests, reprogramming, etc.	\$ 900.00
2. Ear mold/ hearing device remake fee to address fitting issues (per hearing aid device – max of once every two years, post warranty)	\$ 95.00
3 Manufacturer repairs fee, including shipping and handling fees, per service, outside of any warranty period. (Warranty = two years for new hearing aids) (Warranty = one year for manufacturer repair)	Manufacturer's invoice, plus \$70.00, plus shipping fees
4. Batteries (maximum annual supply of 60 batteries per hearing aid device, excepting hearing aid devices requiring size 10 batteries, which are allowed an annual supply of 100)	\$ 1.00 per battery
5. Full diagnostic hearing assessment	\$100.00
6. Audiometric or hearing re-evaluation – Only after first-year anniversary of new hearing aid(s)	\$ 60.00
7. Copy of injured worker's file requested by WorkSafeNB and provided by the hearing services provider within five (5) business days of WorkSafeNB request	\$ 50.00

9. Is the WorkSafeNB Hearing Services Fee Schedule compatible with the fees paid in other Canadian jurisdictions for comparable services?

Yes, WorkSafeNB completed a Canada-wide jurisdictional scan of hearing services and fees before establishing the WorkSafeNB fee schedule. The results of the scan revealed the new WorkSafeNB rates are aligned with other compensation boards across Canada.

10. How will an injured worker access hearing services?

Upon approval of a hearing loss claim, the injured worker will be notified of the list of WorkSafeNB hearing service providers in the injured worker's geographical location, entitlement, and the terms and conditions of the contract between WorkSafeNB and the approved service provider. The injured worker will seek services from an approved hearing services provider in their geographical area.

Currently, WorkSafeNB issues a claim number to cover the cost of the hearing aid device to a hearing services provider, based on the Standing Offer Price and Exception List for Hearing Aids, as determined

FAQ for WorkSafeNB Hearing Services Providers

appropriate by WorkSafeNB. Approved hearing service providers will be issued an individual service provider payee number upon contract agreement.

For the hearing aid fitting-maintenance fee, WorkSafeNB issues a claim number to the injured worker giving them prior approval to see a hearing services provider. WorkSafeNB will not remit payment for the service without a valid claim number and assigned service provider payee number.

WorkSafeNB will approve the selection and purchase of a new hearing aid device that meets the injured worker's compensable hearing loss from the Standing Offer Price and Exceptions List for Hearing Aids. The list is posted on the [WorkplaceNL website](#). WorkSafeNB will issue a claim number to cover the cost of the hearing aid device to the hearing services provider based upon the current Standing Offer Price and Exceptions List for Hearing Aids.

The hearing services provider will be reimbursed for services associated with the fitting and maintenance of the hearing aids, acquired on or after March 1, 2017, as outlined in the Fee Structure shown at item 5 above.

It is the responsibility of the hearing services provider to investigate the status of a person's claim before initiating service. If a hearing services provider is in doubt about the status of an injured worker, he/she must contact the Adjudication and Benefit Services Department of WorkSafeNB.

Potential hearing loss claims: In the event that a hearing services provider is approached by a potential client who has not yet initiated a claim under the *Workers' Compensation Act (WC Act)*, the hearing services provider must inform the potential client to contact WorkSafeNB. The hearing services provider will not make specific comments to the injured worker about claim entitlement.

The hearing services provider will not accept any remuneration from an injured worker for providing or assisting in completing the application forms required to submit a claim under the *WC Act*.

Hearing services provider can supply the WorkSafeNB *Form 67* for the injured worker to complete and submit for a noise-induced hearing loss, which WorkSafeNB will adjudicate.

11. How is the selection and ordering of hearing aids accomplished?

The selection of the hearing aid device from the Standing Offer Price and Exceptions List for Hearing Aids should, as a guideline, have stable reserve gain of approximately 10 dB at the time of first fitting. This is to accommodate expected changes in hearing over the life of the hearing aid.

The Standing Offer Price and Exceptions List for Hearing Aids is available online, through the WorkplaceNL website.

If an injured worker's medical need requires a hearing aid device not on the Standing Offer Price List for Hearing Aids, WorkSafeNB will review the request on a case-by-case basis. Hearing services providers are required to complete and remit to WorkSafeNB Form HA-02 – *Exception Report* for review and approval in these circumstances.

If the injured worker chooses to purchase a more expensive alternative hearing aid device than what WorkSafeNB's audiologist consultant has determined sufficient to meet the medical need of the injured worker, the hearing services provider must invoice the injured worker directly for the difference.

FAQ for WorkSafeNB Hearing Services Providers

Hearing services providers ordering hearing aid devices for WorkSafeNB's injured workers, from The Standing Offer Price and Exceptions List for Hearing Aids, directly through the various manufacturers, must clearly distinguish that the order is for WorkSafeNB and note the claim number upon order placement.

12. What does the \$900 fitting maintenance fee include?

The fitting maintenance fee is a bundled fee, which is expected to cover five years of service and maintenance, per hearing device, from the hearing services provider selected by the injured worker. Therefore, WorkSafeNB does not compensate hearing services providers for each client visit.

Consultations in late 2016, between New Brunswick's hearing services provider representatives and WorkSafeNB indicated a marked preference for a bundled fee structure. An obstacle to WorkSafeNB adopting the bundled preference was the ability of workers to switch hearing services providers when necessary. Further discussions determined workers switching between hearing services providers was infrequent and did not present an issue to hearing services providers.

Hearing services providers must provide all of the services outlined below when fitting a hearing aid device(s), and will be paid for the fitting fee as outlined in the fee schedule for hearing services shown above.

As WorkSafeNB is purchasing a bundle of services, covering an expected five-year period on behalf of an injured worker, the fitting maintenance fee is inclusive of the following services for the duration of the five-year cycle:

Fitting Services per Hearing Aid Device

The hearing aid device must be purchased directly from the list of manufacturers and hearing aid devices approved by WorkSafeNB and detailed in the Standing Offer Price and Exception List for Hearing Aids.

The fitting service includes all of the following:

- Hearing assessments required to determine the type of hearing aid device
- Ear impression
- Hearing aid device selection and ordering
- Hearing aid device fitting, verification, including real ear measurement and adjustment for either analogue or digital hearing aid
- Ensuring the hearing aid device shell or ear mold is a precise, comfortable fit at the time of initial fitting.
- Education/instructions to injured workers regarding (1) the operation of the hearing aid device, which includes but is not limited to, insertion, removal, on/off switches, t-coils, programs/memory operation, battery removal/insertion; (2) care and maintenance of device, which is to include:
 - How to remove wax
 - How to change the wax guard
 - How to use the associated tools
- Hearing services provider(s) must have the injured worker demonstrate the above techniques
- Counselling of expected realistic and unrealistic benefits during and after an adjustment period to the injured worker and/or his/her family
- Contact with the injured worker within 30 days of the fitting
- Followup visit to include adjustments, counselling, repair and re-programming, if necessary.

FAQ for WorkSafeNB Hearing Services Providers

- Provision to the injured worker of all product manuals and warranty information
- Dri Aid kits must be included with each fitting and must include instructions
- 90-day trial period
- Completed and submitted WorkSafeNB Form *HA-01 – Hearing Aid Fitting and Service Report*

Maintenance Services

In-house support maintenance services provided to injured workers by hearing services providers, at their place of business, are included in the services under the bundled fitting maintenance fee and may not be separately invoiced. The minimum number of services expected for injured workers for support maintenance of a hearing aid device is two per year.

The hearing services providers must provide followup, and process repairs and returns for hearing aid devices supplied by WorkSafeNB's approved manufacturers and purchased for injured workers on or after March 1, 2017.

Analogue hearing aid devices continue to be used by some injured workers and the hearing services providers must support those hearing aid devices.

The hearing services provider must complete WorkSafeNB Form *HA-01 – Hearing Aid Fitting and Service Report* each time a service is provided, which will include the device serial number, and the original purchase date of the applicable hearing aid device.

The fitting maintenance fee will cover the following maintenance services:

- a) Minimum of two cleanings every year for the five-year period.
- b) Assessment of problems. This may also include assessment related to manufacturer repairs.
- c) Minor in-house repairs, which include, but are not limited to: adjustments, reprogramming, removal of wax, cleaning, repair/replacement of battery doors, ear hooks, tubing, and wax guards. Minor repairs are expected to be minimized by appropriate training and education of the injured worker during the fitting process. Hearing aid devices with repeated repairs will be monitored and audited against the manufacturer's serial number. The hearing services provider must identify on any invoice and the WorkSafeNB Form *HA-01 – Hearing Aid Fitting and Service Report* the service provided and the serial number of the applicable hearing aid device.
- d) Counselling.
- e) Real ear measurements, ear moulds, ear impressions, ear mould blowers, Dri-Aid Kits and other consumables.

13. What is the ear mold/ hearing device remake fee?

After expiration of the two-year hearing device warranty period, should an injured worker require a new ear mould because it no longer fits, WorkSafeNB will remit only once over a subsequent two-year time period an inclusive flat fee payment of \$95 per device to the hearing services provider. The hearing services provider must complete and submit WorkSafeNB Form *HA-01 – Hearing Aid Fitting and Service Report*.

14. What is the manufacturers repair fee?

Manufacturer repairs are applicable after the new hearing aid device warranty period of two years has expired and an injured worker's hearing aid device must be sent to the manufacturer because it has died, has internal feedback, is noisy or hissing, requires a circuit or shell change, or does not meet the manufacturer's electroacoustic specifications.

FAQ for WorkSafeNB Hearing Services Providers

WorkSafeNB will not pay the manufacturer repair fee unless a claim number has been issued and the service provider submits a quote via WorkSafeNB Form HA-02 – *Exception Report*. The service provider must obtain WorkSafeNB's advance authorization for the quoted repair amount to receive payment for the manufacturer repair, including shipping. The hearing services provider will be paid according to the fees outlined in the approved fee schedule.

The hearing services provider must provide followup, and process repairs and returns for hearing aid devices supplied by WorkSafeNB approved manufacturers for all new purchases of hearing aid devices acquired for injured workers on or after March 1, 2017.

The terms, conditions and pricing structure in the hearing services provider contract with WorkSafeNB applies to all hearing aid devices regardless of the place of purchase of the hearing aid device.

Analogue hearing aid devices continue to be used by some injured workers and the hearing services provider must support those hearing aid devices.

An unaltered copy of the manufacturer's invoice must be included when the hearing services provider invoices WorkSafeNB for a manufacturer repair fee.

The manufacturer repair fee as shown in the approved fee schedule is payable once per transaction with the manufacturer, not per aid.

The hearing services provider(s) must support all invoices for manufacturer repairs with the serial number and original purchase date of the hearing aid device, a detailed list of repairs performed by the manufacturer and actual manufacturer's repair cost (unaltered copy of manufacturer invoice).

Manufacturer repairs are warrantied for one year from repair date.

WorkSafeNB will cover shipping for repairs, at cost, on receiving a copy of the unaltered shipping invoice.

The hearing services provider must complete and submit WorkSafeNB Form HA-01 – *Hearing Aid Fitting and Service Report*, accompanied by an invoice as well as a copy of the manufacturer's invoice and a copy of the shipping invoice, if applicable, to be paid for this service.

15. Are hearing aid batteries supplied to injured workers by hearing services providers on an annual basis?

Hearing services providers are encouraged to provide an annual supply of batteries to injured workers, but providing a semi-annual supply is also acceptable. The quantity of batteries supplied, 100 annually per device for size 10 batteries and 60 annually per device for all other battery sizes, must be clearly indicated on the invoice, and the maximum price WorkSafeNB will pay is \$1 per battery. WorkSafeNB does not pay for battery supplies that exceed the annual maximum quantity.

The hearing services provider must complete and submit WorkSafeNB Form HA-01 – *Hearing Aid Fitting and Service Report* when supplying batteries.

16. What is a full diagnostic hearing assessment and in what circumstances will WorkSafeNB pay for one?

A full diagnostic hearing assessment is not part of the bundled fitting maintenance fee. It may, therefore, be separately invoiced at \$100 per worker.

FAQ for WorkSafeNB Hearing Services Providers

WorkSafeNB pays for the initial full diagnostic hearing assessments to determine the injured workers hearing loss. Additional assessments are only considered when pure-tone evaluations indicate a significant change in the injured worker's hearing loss. A significant change in hearing is defined as: a minimum of 20 dBHL in three or more of the octave frequencies between 500 Hz and 4000 Hz.

A full diagnostic hearing assessment must include:

- A clinical history of hearing problems.
- Otoscopic evaluation and report.
- Pure-tone air conduction testing to include the following frequencies where appropriate: 250, 500, 1,000, 2,000, 3,000, 4,000, 6,000, and 8,000Hz. Inter-octave frequencies where the difference between adjacent octave frequencies is 20 dB or greater.
- Unmasked bone conduction thresholds when abnormal air conduction thresholds exist at any frequency from 250 Hz to 4,000 Hz.
- Appropriate masking must be used for both air and bone conduction testing, when necessary.
- Speech audiometry, including speech reception threshold testing, determination of uncomfortable levels, most comfortable levels and speech discrimination testing level.
- Assessment of the function of the middle ear system or impedance audiometry, including acoustic reflexes.
- Any other tests required for assessing hearing aid candidacy.
- Detailed written assessment report.
- Legible completion of full diagnostic hearing assessment report to be signed and dated by individual performing the test.

The hearing services provider must complete and send to WorkSafeNB Form HA-01 – *Hearing Aid Fitting and Service Report*.

17. What is an audiometric or hearing re-evaluation, and when are they paid for by WorkSafeNB??

An audiometric or hearing re-evaluation may be performed if the injured worker complains of hearing difficulty and the hearing device has been evaluated to determine that it is programmed appropriately and functioning properly. WorkSafeNB will pay a flat fee of \$60 for an audiometric or hearing re-evaluation.

If it is determined through the audiometric or hearing re-evaluation that a full diagnostic is required, then the hearing services provider should continue with the full diagnostic assessment. In no circumstances can a hearing services provider bill for a full assessment and an audiometric re-evaluation simultaneously.

WorkSafeNB defines the audiometric or hearing re-evaluation test to include, at minimum:

- Otoscopic evaluation
- Pure-tone air conduction testing and masking, when indicated, to include the following frequencies: 250, 500, 1,000, 2,000, 3,000, 4,000, 6,000, and 8,000 Hz
- Speech audiometry, including speech reception threshold testing and speech discrimination testing level
- Functional assessment of the middle ear system or impedance audiometry
- A detailed written report is included in the audiological assessment fee
- Legible completion and submission of re-evaluation audiometric report to be signed and dated by individual performing the test.

FAQ for WorkSafeNB Hearing Services Providers

The hearing services provider must complete and send to WorkSafeNB Form HA-01 – *Hearing Aid Fitting and Service Report*.

18. When will WorkSafeNB pay approved hearing service providers for a copy of an injured worker's file?

WorkSafeNB expects hearing services providers to maintain detailed, legible assessment and service records related to hearing and hearing aid devices of injured workers. Upon request, the hearing services provider is expected to supply WorkSafeNB with a full copy of the injured worker's file within five working days to be eligible to invoice WorkSafeNB \$50 for this service.

A support clerk with WorkSafeNB's Adjudication and Benefit Services Department must make the request for a copy of the injured worker's file. The support clerk will provide a claim number to the hearing services provider at the time the request is made.

The hearing services provider must complete and send to WorkSafeNB Form HA-01 – *Hearing Aid Fitting and Service Report* before their invoice will be paid.

19. Are injured workers permitted to switch between hearing services providers?

New Brunswick-approved hearing services providers, who are approached by injured workers wishing to transfer service, will have to contact WorkSafeNB's Adjudication and Benefit Services Department to obtain approval to transfer services to a new service provider.

20. Are there new forms to be submitted to WorkSafeNB by New Brunswick hearing service providers?

Yes, there are two new WorkSafeNB forms. They are the WorkSafeNB Form HA-01 – *Hearing Aid Fitting and Service Report* and WorkSafeNB Form HA-02 – *Exception Report*. The forms are attached to this document as Appendix A.

All forms submitted to WorkSafeNB must be completed in full and cite the assigned hearing services provider payee number, applicable claim number and be descriptive.

21. When will the new WorkSafeNB Form HA-01 *Hearing Aid Fitting and Service Report* be used?

Hearing services providers must complete and submit the WorkSafeNB Form HA-01 – *Hearing Aid Fitting and Service Report* each time they deliver services to an injured worker, under their contract with WorkSafeNB. This form must be submitted even when the service provided does not result in a new invoice to WorkSafeNB. Submission of HA-01 forms, by hearing services providers, for all services to WorkSafeNB clients are necessary for comprehensive client hearing health files and to establish travel benefits, which may be claimed.

22. When will the new WorkSafeNB Form HA-02 – *Exception Report* be used?

The hearing services provider must submit Form HA-02 – *Exception Report* any time WorkSafeNB approval is required before service delivery, such as when the service falls outside of the standard fee schedule and or outside the Standing Offer Price list. Form HA-02 – *Exception Report* must be submitted for WorkSafeNB approval whenever the delivery of a replacement hearing aid device(s) or manufacturer repair is requested.

FAQ for WorkSafeNB Hearing Services Providers

23. Are the new Forms HA-01 – *Hearing Aid Fitting and Service Report* and HA-02 – *Exception Report* used for any other purpose?

Yes, WorkSafeNB will validate injured worker travel claims, related to receipt of hearing services, by referencing these submitted forms. Injured worker travel claims will be rejected if the hearing service provider does not submit a form explaining the service provided to that injured worker.

24. Does WorkSafeNB require a copy of the Service Canada report for the injured worker's history of employment, before approving a claim for noise-induced hearing loss?

No, the injured worker's history of employment report from Service Canada is not required for WorkSafeNB to process a claim for noise-induced hearing loss.

25. What if a hearing services provider prescribes a device not on the Standing Offer Price and Exception Lists for Hearing Aids?

The hearing services provider should submit Form HA-02 – *Exception Report* to explain why the exception is required.

26. Are there additional considerations for replacement of hearing aids devices?

WorkSafeNB will replace an injured worker's hearing aid device only when necessary. The minimum replacement time frame is currently every five years.

The frequency of replacement hearing aid devices will be subject to audit by WorkSafeNB. For new hearing aid devices to be approved, the injured workers' current hearing aid devices must be proven to be inappropriate.

The hearing services provider must not solicit injured workers for replacement of current hearing aid devices; replacement must be initiated by the injured worker.

Hearing aid devices will not be replaced while under manufacturer or repair warranty without prior authorization of WorkSafeNB. In these circumstances, hearing services providers must submit WorkSafeNB Form HA-02 – *Exception Report* for approval.

WorkSafeNB may authorize a new hearing aid device if:

- Hearing aid device is not functioning properly and the cost of repair is no longer considered cost effective. An electroacoustic evaluation of the hearing aid device is required with the request for early replacement.
- Hearing aid device no longer fits properly in the ear and the cost of a new shell is no longer cost effective.
- Replacement of a hearing aid device may be considered if there is a change in thresholds of a minimum of 20 dB at three frequencies from 500 Hz to 4,000 Hz, and the injured worker's current hearing aid device cannot accommodate this change, even with adjustments. If requesting a replacement on this basis, the hearing services provider(s) should provide full diagnostic hearing assessment, which includes bone conduction testing, to support the request.

WorkSafeNB will review any other request on a case-by-case basis with the submission of Form HA-02 – *Exception Report*.

FAQ for WorkSafeNB Hearing Services Providers

APPENDIX A

	Form HA-01 Hearing Aid Fitting and Service Report Doc Code (MP) Internal Use Only	Please MAIL this form to: P.O. Box 160 Saint John, NB E2L 3X9	Please fax this form TOLL-FREE to: 1 888 629-4722 Toll-free telephone number: 1 800 222-9775
Service Provider Name and Address		Worker Name and Address	
Service Provide Payee Number		Claim Number	
Date of Worker Appointment/Visit (YYYY-MM-DD)			
Hearing Aid Original Purchase Date YYYY-MM-DD		Hearing Aid Model Name and Serial #	
Please Use the Check Boxes and Spaces Provided Below to Indicate the Reason for the Visit; Complete ALL that apply.			
<input checked="" type="checkbox"/> FITTING			
<input type="checkbox"/> Fitting – Based on Standing Offer Device List <input type="checkbox"/> Fitting – Based on Exception Device List (Please complete and attach HA-02 Exception report)			
<input checked="" type="checkbox"/> MAINTENANCE/MINOR REPAIR			
<input type="checkbox"/> Cleaning <input type="checkbox"/> Reprograming <input type="checkbox"/> Removal of wax <input type="checkbox"/> Real ear measurements <input type="checkbox"/> Adjustments <input type="checkbox"/> Wax Guards <input type="checkbox"/> Earmold blower <input type="checkbox"/> Repair/replace battery doors <input type="checkbox"/> Ear hooks <input type="checkbox"/> Dri-Aid kits <input type="checkbox"/> Ear impression(s) <input type="checkbox"/> Tubing <input type="checkbox"/> Other (please specify) _____			
Comment: _____			
<input checked="" type="checkbox"/> MANUFACTURER REPAIR			
<input type="checkbox"/> Dead <input type="checkbox"/> Distorted <input type="checkbox"/> Cracked <input type="checkbox"/> Internal Feedback <input type="checkbox"/> Noisy Other (please specify) _____ Manufacturer Repair Cost \$ _____			
Comment: _____			
<input checked="" type="checkbox"/> REPLACEMENT HEARING AID(S)			
Please use this space to explain why new hearing aid(s) are required			
<input checked="" type="checkbox"/> BATTERIES			
<input checked="" type="checkbox"/> FULL DIAGNOSTIC HEARING ASSESSMENT		<input checked="" type="checkbox"/> HEARING RE-EVALUATION	
List Attachments (please attach any related documentation such as Manufacturers Invoices, Hearing Re-evaluation, or Full Diagnostic Hearing Assessment reports)		Additional Notes or Comments:	
Total # of Attachments _____		Total # of Pages Attached _____	
Signature of Service Provider		Signature Date YYYY-MM-DD	
Note: If worker is claiming mileage for this visit, WorkSafeNB will also use this form as confirmation of visit for mileage reimbursement.			

FAQ for WorkSafeNB Hearing Services Providers



Form HA-02
 Exception Report
 Doc Code (MP) Internal Use Only

Please MAIL this form to:
 P.O. Box 160
 Saint John, NB
 E2L 3X9

Please fax this form TOLL-FREE to: 1 888 629-4722
 Toll-free telephone number: 1 800 222-9775

Service Provider Name and Address	Worker Name and Address
Service Provide Payee Number	Claim Number

Date of Worker Appointment/Visit YYYY-MM-DD	Product or Service Required
------------------------------------------------	-----------------------------

Hearing Aid Original Purchase Date YYYY-MM-DD	Hearing Aid Serial #
--------------------------------------------------	----------------------

Why Product(s) or Service(s) is Required

List Attachments <i>(please attach any related documentation such as Hearing Re-evaluation or Full Diagnostic Hearing Assessment reports)</i>	Additional Notes or Comments
Total # of Attachments _____	Total # of Pages Attached _____

The undersigned declares the above requested service(s) is not the result of abuse or negligence of the worker

YYYY-MM-DD	Print Name	Signature
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Note: If worker is claiming mileage for this visit, WorkSafeNB will also use this form as confirmation of visit for mileage reimbursement.