

Contract Alert

For any Hearing Loss Contract inquiries, please call the WCB Health Care Services Department.
Malcolm Wiebe: 780-498-3308 or Edna DeChamplain: 780-498-3206

Oct 2010

This newsletter is intended to address issues that have come to our attention over the past few months. Please be sure to share this with your staff.

Home Visits

If you are asked to deliver your services through a home visit (the client is unable to travel to your clinic), you can invoice for your travel time and your clinical time at \$65 per hour.

Please use code HL17 for your travel time and HL18 for your clinical time (time spent with the patient). Mileage (HL19) is payable at \$0.49 per km for out of city limit travel only. Enter these codes in the empty spaces in the Incidental Items column on the C659 invoice. Enter the quantity and the total amount in the Total Costs column. There is no 20% shipping cost applicable for these codes.

Using the current C659 Invoice

Please note that the most current version of the C659 Hearing Program Invoice must be used. The most current version shows "C - 659 REV SEPT 2010" in the lower left hand corner. Any C659 invoices without this in the lower left hand corner submitted to the WCB after December 1 2010 will be returned unpaid for resubmission on the most current invoice.

Hearing Loss Package

Changes have been made to the Worker's noise induced hearing loss package documents. Please destroy all old hearing loss packages and order new packages. Or you can obtain this package on the WCB web site. The most current version of the hearing loss package shows "C-042 REV JUL 2010 Hearing package cover letter.doc" in the lower left hand corner of the cover letter.

All Hearing Loss forms are available on the WCB website at: <http://www.wcb.ab.ca/providers/forms.asp>

First Assessments

The first Hearing Assessment is used to adjudicate the WCB claim. Please remember that the WCB requires that first assessments must be performed by an audiologist. This is stated in the WCB's Hearing Loss Services contract on page 2 in the Definitions section.

If you do not have an audiologist in your clinic, the WCB will refer the client to a clinic with an audiologist for the first assessment. The client can return to your clinic for the hearing aid after the first assessment is completed and the claim is accepted by the WCB.

We have noticed that some Hearing Loss Assessments (C662 forms) are not complete. Missing information delays the timely and accurate adjudication of claims. Please be sure to add comments about hearing loss patterns that are atypical for noise exposure. And also indicate significant findings when you take the client's history (i.e. – traumatic head injuries) in the Background Information Section.

Correcting Submitted invoices - C845

If you need to correct an item on an invoice that you have already submitted, please use the invoice correction form C845. Do not re-submit the C659 invoice again. The C845 is easy to use and is available on the WCB web site in the General/Other section of <http://www.wcb.ab.ca/providers/forms.asp>. Your skill code for this form is HEAR.

Hearing Aid Purchase Agreement – C1042

Remember to use the Hearing Aid Purchase agreement when one of your new hearing loss patients wants to buy aids before they have applied for WCB coverage or before the WCB has adjudicated the claim.

This agreement makes the patient aware that if they proceed with the purchase of aid(s), they will not be re-imbursed the retail price of the aids. It should also make them think about applying for

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WCB coverage and waiting for the claim to be adjudicated before ordering aid(s).

You only need to have the patient sign the agreement when they want to proceed with buying aids before applying for WCB coverage or before the claim has been accepted by the WCB. When the patient has signed the agreement, please keep it in your patient files.

If the patient decides to proceed with purchasing the aid(s) before the WCB has adjudicated the claim, the WCB will request a copy of the agreement from you at a later date if the claim is accepted. If you do not have a signed agreement, the WCB will require that you reimburse the patient the retail amount and then invoice the WCB according to the contracted amount.

The Purchase Agreement form is available on the WCB website:

<http://www.wcb.ab.ca/providers/forms.asp>

Early Replacement of Hearing Aids

Any replacement of hearing aids less than 60 months from the date of the prior hearing aid fitting requires pre - authorization from the WCB.

This is an absolute must. Please do not proceed to provide a replacement aid prior to 60 months without requesting authorization from the WCB Adjudicator. Please use the authorization process that we outlined in a previous Contract Alert. If you do provide a replacement aid prior to 60 months and without authorization, the WCB will not process payment for your invoice until the 60 months have elapsed.

Here is the authorization process:

The Authorization Request Form (C972)

In order to reduce the amount of phone calls to the Hearing Loss Adjudicators, please fax the Authorization Request Form (C972) for authorization requests. This form is available on the WCB website:

<http://www.wcb.ab.ca/providers/forms.asp>

The C972 form should be used to request authorization in the following circumstances:

1. On claims that have already been accepted by the WCB.
2. Authorization for replacement hearing aids.
3. Authorization for hearing protection.
4. Authorization for amplified telephones.
5. Authorization for hearing reassessments prior to the 12 month time limit.

Incidental items billed in accordance with Schedule "E" of the current contract, do not require authorization unless specifically noted.

Please batch fax the Authorization Request Forms to the adjudication team once per day. **Fax: 780-498-7863**. Responses to the authorization requests will be faxed back to providers within 48 working hours.

In-House Service Repairs

The \$30 fee for in-house service repairs (HL12) covers the labour for these repairs. Parts may be invoiced at the manufacturer's cost under HL13. An example of this is the replacement of RIC tubes. The manufacturer cost of the RIC tube is invoiced in the HL 13 section.

Satellite Clinics

If you have satellite clinics, please be sure to indicate in the comments section of the C662 form (Hearing Loss Assessment) the location of the clinic where the assessment was conducted. This helps the WCB to pay the correct travel allowance to the client.

Contact Information

For any billing, payment, and authorization inquiries, please call the WCB Contact Centre.

Edmonton: 780-498-3999

Calgary: 403-517-6000

Toll-free in Alberta: 1-866-922-9221