

INFORMATION BULLETIN

THIRD PARTY PROVIDERS

January 26, 2001(First Information Date)

March 22, 2001

The Board has received complaints during the past few months regarding Third Party Provider coverage. These complaints regard registrants who have not asked clients questions regarding their hearing loss to ascertain whether they may be eligible for Third Party coverage and who have not informed clients about Third Party coverage.

The Board would like to remind registrants that it is a **requirement** under the *Hearing Aid Regulations*, Section 23(a) that registrants inform clients about third party coverage. Section 23(a) mandates that registrants not engage in unethical conduct, which includes obtaining a fee or making a sale by fraud or misrepresentation. It is considered fraud not to inform clients about the possibility of coverage from third party providers.

In order to comply with the *Regulations* and to prevent ambiguity about a client's understanding of the information they have received, the Board suggests that registrants make a specific note to the client's file when Third Party information has been provided or ideally have the client sign a form that outlines available Third Party coverage and the client's understanding that they have been given this information. In addition, the Board suggests that registrants keep a card at the front desk that advises clients about Third Party coverage, the various Third Party providers and how to contact them. The main Third Party Providers are Workers' Compensation Board, Veteran's Affairs and First Nations and Inuit Health.