

## Chapter 8: Health Benefits

### (ii) Provincial Hearing Aid Program

<b>Intent:</b>	To provide clarification on the services offered by the Provincial Hearing Aid Program (PHAP) administered by Newfoundland and Labrador Health Services (NLHS).
<b>Act:</b> (if applicable)	N/A
<b>Regulations:</b>	N/A
<b>Overview:</b> (if applicable)	The Provincial Hearing Aid Program provides children, post-secondary students, and financially eligible adults with an initial audiology diagnostic assessment resulting in a prescription of hearing aids to treat their hearing loss, as well as fitting and dispensing of hearing aids. Children and post-secondary students are eligible for hearing aids and associated upgrades through PHAP at no cost until the age of 18 or upon completion of post-secondary education. Adults living independently in the community are eligible if in receipt of Income Support or deemed eligible through a financial assessment completed by Newfoundland and Labrador Health Services.
<b>Policy:</b>	<p>Recipients:</p> <ul style="list-style-type: none"><li>• Recipients must arrange for their hearing aid assessments through publicly funded audiology services at NLHS.</li><li>• Submit the confirmation that hearing aids are required to have an Authorization for Health Benefits issued.</li><li>• Recipients who have problems with hearing aids should contact the audiology department that issued the device.</li><li>• Costs associated with hearing aid batteries are not covered by the Income Support Program.</li><li>• Recipients living in remote areas should contact the PHAP for options if the distance to publicly funded audiology services presents financial challenges.</li></ul> <p>Non-Income Support Recipients:</p> <ul style="list-style-type: none"><li>• Non-Income Support recipients should be referred to publicly funded audiology services at NLHS to begin the assessment process.</li></ul>

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	<ul style="list-style-type: none"><li>• The Income Support Program no longer completes financial assessments for hearing aids for non-recipients.</li></ul>
<b>Procedure:</b>	Client Services Officers must: <ul style="list-style-type: none"><li>• Refer non-Income Support recipients requesting hearing aids to publicly funded audiology services at NLHS.</li><li>• Issue an Authorization for Health Benefits for recipients who submit confirmation that hearing aids are required.</li><li>• The Authorization for Health Benefits should be sent directly to the NLHS audiology department that completed the assessment.</li><li>• These requests do not need to be sent to the Pay Authorization Unit for verification.</li></ul>
<b>Authority Level:</b>	Client Services Officer
<b>Date revised:</b>	January 14, 2026