

Chapter 8: Health Benefits

(ii) Provincial Hearing Aid Program

Intent:	To provide clarification on the services offered by the Provincial Hearing Aid Program (PHAP) administered by Newfoundland and Labrador Health Services (NLHS).
Act: (if applicable)	N/A
Regulations:	N/A
Overview: (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.
Policy:	<p>Recipients:</p> <ul style="list-style-type: none"> Recipients must arrange for their hearing aid assessments through publicly funded audiology services at NLHS. Submit the confirmation that hearing aids are required to have an Authorization for Health Benefits issued. Recipients who have problems with hearing aids should contact the audiology department that issued the device. Costs associated with hearing aid batteries are not covered by the Income Support Program. Recipients living in remote areas should contact the PHAP for options if the distance to publicly funded audiology services presents financial challenges. <p>Non-Income Support Recipients:</p> <ul style="list-style-type: none"> Non-Income Support recipients should be referred to publicly funded audiology services at NLHS to begin the assessment process.

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