

Hearing Devices Policy and Administration Manual

Assistive Devices Program
Ministry of Health

ontario.ca/page/assistive-devices-program

Table of Amendments

This page will list all substantive changes to policies and procedures listed in the Manual.

Section	Change	Date
805	Physician changed to prescriber	April 1, 2014
100	Added manufacturers/distributors of devices as intended target audience	October 1, 2014
200	Added requirement that manufacturers/distributors provide invoices	October 1, 2014
205	Added manufacturer warranty requirements	October 1, 2014
210	Clarified removal of listed devices	October 1, 2014
215	Clarified device pricing reviews	October 1, 2014
510	Added service delivery model for BAHA abutment only	May 1, 2015
710, 715	Updated prices for BAHA Replacement Sound Processors, Abutments and Teletypewriters (TTY)	May 1, 2015
605	Updated designated funding period for hearing aids	May 1, 2015
1000	Clarified Vendor Status	August 13, 2015
810	Preferred Vendor Agreement	April 1, 2017
845	Accountability	April 1, 2017
110	Deleted Definition for Authorizer Added Definition for Dispenser	January 2024
115	Updated Roles & Responsibilities for Applicant/Client and Authorizers	January 2024

Section	Change	Date
Part 5	Updated Service Delivery Models for Hearing Devices	January 2024
815, 820	Updated process for submitting credit note.	January 2024
905	Updated Requirements for Authorizer Status	January 2024

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Introduction

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Part 1: Introduction to Hearing Devices Policy and Administration Manual

100 Purpose of the Manual

The purpose of this Manual is to present the policies and procedures for ADP funding of hearing Devices in one document. The Devices are:

- Bone Anchored Hearing Aid (BAHA) Replacement Sound Processors;
- Cochlear Implant Replacement Speech Processors;
- Hearing Aids (including FM systems); and
- Teletypewriters (TTY) for the Deaf or Speech Impaired.

This Manual is intended to complement the Policies and Procedures Manual for the Assistive Devices Program (ADP Manual).

This Manual forms part of the agreement between the Ministry of Health and the Vendor, and the agreement between the Ministry of Health and the Authorizer. The Ministry reserves the right to revise this Manual.

100.01 Intended Target Audience

This Manual is intended to be used by Authorizers and Vendors who have entered into an agreement with the Assistive Devices Program (ADP) to provide Devices and services related to:

- Bone Anchored Hearing Aid (BAHA) Replacement Sound Processors;

- Cochlear Implant Replacement Speech Processors;
- Hearing Aids (including FM systems); and
- Teletypewriters (TTY) for the Deaf or Speech Impaired.

This Manual may also be useful to dispensers and otolaryngologists with a role in hearing Devices.

105 Protecting Personal Health Information

Authorizers and Vendors must comply with all applicable privacy laws governing information regarding their Clients.

See the ADP Manual, Policy 700, Protection of Personal Information and Personal Health Information.

110 Definitions

Capitalized terms used in this Manual have the meaning associated with them as set out in the ADP Manual, or such meanings as described below:

- 110.01 **Adult** means any person 19 years of age or older.
- 110.02 **Audiologist** means a professional who holds a valid certificate of registration from the College of Audiologists and Speech-Language Pathologists of Ontario (CASLPO) and is licensed to practise in Ontario.
- 110.03 **Child** means any person 18 years of age or younger.
- 110.04 **Dispenser** means a person employed by the Vendor to dispense hearing aid

Devices in accordance with this Manual.

110.05 **Manual** means this Hearing Devices Policy and Administration Manual.

110.06 **Otolaryngologist** means a professional who holds a valid certificate of registration from the College of Physicians & Surgeons of Ontario and is licensed to practise medicine in Ontario, and to whom a certificate in the specialty of otolaryngology has been issued by the Royal College of Physicians and Surgeons of Canada.

110.07 **Product Manual** means, as applicable the product manuals entitled:

- Hearing Devices - Hearing Aids,
- Hearing Devices - Hearing Aids and FM Systems Approved Products,
- Hearing Devices - Hearing Implant Replacement Speech/Sound Processors, and/or
- Hearing Devices – Telecommunication Devices

110.08 **Speech-Language Pathologist** means a professional who holds a valid certificate of registration from the College of Audiologists and Speech-Language Pathologists of Ontario (CASLPO) and is licensed to practise in Ontario.

For more definitions, see the ADP Policies and Procedures Manual, Policy 110, Definitions

115 Roles and Responsibilities

In the process of confirming eligibility for funding assistance, the Applicant/Client, the Authorizer, and the Vendor each have specific roles, certain rights, and responsibilities.

Additional information may be found in:

- Policies and Procedures Manual for the Assistive Devices Program,
- the Authorizer Agreement, and
- the Vendor Agreement.

115.01 Roles and Responsibilities of the Applicant or Client

- Arrange an assessment with an Authorizer and provide the necessary and accurate information to the Authorizer.
- Make an informed decision including, but not limited to, whether or not to proceed with an Application Form, based on the accurate information provided by the Authorizer and the Vendor during the assessment and the ADP application process.
- Provide the necessary and accurate information on the Application Form, Section 1 – “Applicant’s Biographical Information”.
- Carefully review all the information on the Application Form, including Section 3 – “Applicant’s Consent & Signature” prior to signing this section.
- Has the right to seek a second opinion if the individual disagrees with the Authorizer’s assessment of their basic hearing Device needs.

- Pay the Client's portion of the cost for the Authorized Device purchase directly to the Vendor.
- After the Authorized Device is received, following up with the Authorizer and/or Vendor, as appropriate (e.g., regarding questions or difficulties with the Authorized Device).
- Obtain and provide quotations for repairs, to demonstrate the cost of repairs is more than one-third of the original purchase price of the Device if a replacement Device due to normal wear is requested during the designated funding period.

115.02 **Roles and Responsibilities of the Authorizer**

- Gatekeeper to the Program and assumes the leadership role in the assessment process, confirmation of the Applicant's eligibility, and completion of the Application Form in a timely manner.
- Thoroughly assess, in accordance with their respective regulatory health profession college's practice standards & guidelines, the Applicant's eligibility to apply for funding assistance, confirm the need for a hearing Device, determine and authorize the appropriate hearing Device to meet the Applicant's basic hearing needs, taking into consideration the Applicant's input and environments where the individual normally functions (e.g. home, school, work and community).
- Refers an individual to the appropriate medical professionals (e.g., an Otolaryngologist) if there are other medical concerns (e.g. a suspected change in medical condition, child with unstable hearing loss, etc.) in accordance with their regulatory college's practice standards and guidelines.
- Carefully considers the projected basic needs of the Applicant over the designated funding period of the Device.

- Is an essential resource for the Applicant regarding the different types of Devices available to meet their basic hearing needs.
- Provides the Applicant with accurate information about ADP policies and procedures, eligibility criteria and the estimated cost to purchase the Authorized Device.
- Provides the Applicant with the applicant information sheet.
- Provides the Authorized Device specifications (includes make and model) with the exception of TTYs.
- Provides the Applicant with a list of Vendors serving their community and advises Applicants to consider more than one Vendor to compare options, service plans and, if relevant, prices. Lists are available on the ADP website.
- Follows up with the Client after the Authorized Device has been provided (for hearing aids - before the trial period ends) to ensure the Authorized Device meets the Client's hearing requirements. Exception: TTYs.
- Must not submit an Application Form to the Program for an individual who does not -meet the ADP eligibility criteria.
- Maintains current knowledge of the Devices that the Authorizer is registered to authorize.
- Must continue to meet all conditions specified in their executed Authorizer Agreement and all applicable Manuals.
- Must remain in good standing with their respective regulated health profession college.

The Authorizer may:

- Authorize only, then provide the Applicant with a full list of Vendors in the community. The Authorizer cannot refer the Applicant to a Vendor with whom the Authorizer has a financial relationship, **or**
- Authorize and dispense the Device, if the Authorizer is also a dispenser as described in this Manual, Policy 1005, Staffing Requirements for Vendors. In this instance, the Authorizer must abide by any codes of conduct to which they are subject as a member of a College of a health profession under the *Regulated Health Professions Act*.

The Authorizer must ensure the Vendor has access to the completed audiogram for both ears, or the auditory brainstem response (ABR) report and sound field test results.

The Authorizer must keep a copy of the Application Form and a copy of the audiogram in the Applicant's file. Audiograms must be signed and dated by the Authorizer. Audiograms are valid for 6 months from the date that they are completed, signed and dated.

115.03 **Roles and Responsibilities of the Dispenser (For Hearing Aid Devices)**

- Ensure that the Application Form has been fully completed by the Applicant and Authorizer.
- Prepare the Device for fitting to the Applicant/Client, based on specifications provided by the Authorizer.
- Provide counseling and instructions necessary for the proper and effective use, operation, care and maintenance of the Device, troubleshoots and adjusts the Device, where appropriate, as part of the dispensing duties.

- Provide the Applicant with a copy of the manufacturer's Device warranty.
- Provide the Applicant with a minimum 30-day trial period, in writing, to test the suitability of the Device.
- Notify the Authorizer when the Device has been dispensed and send the Applicant to the Authorizer for a hearing aid check before the end of the trial period.
- Must consult with the Authorizer before any changes or substitutions are made to the Authorized Device (hearing aid), unless the Applicant seeks a second opinion and the Applicant's hearing is re-tested and a new assessment conducted by another Authorizer. In this instance, a new Application Form must be completed by the Authorizer who retested the Applicant, conducted the assessment and authorized the new hearing aid (or FM system).
- Maintain current knowledge of hearing aid Devices listed in the Product Manual.

115.04 **Roles and Responsibilities of the Vendor**

- Order and provide prompt delivery of the Authorized Device specified on the Application Form.
- Provide counseling and instructions necessary for the proper and effective use, operation, care and maintenance for all Devices sold.
- Provide the Client with a fully itemized invoice for the Authorized Device purchase together with a copy of the manufacturer's warranty and user manual, and collects from the Applicant the difference between the total cost of the Authorized Device purchase and the ADP funding contribution.

- Submit the Application Form to the Program for processing.
- Honour manufacturer's warranties for the benefit of Clients and provides after-sales service such as repair and maintenance services.
- Keep an adequate stock and maintains current knowledge of Devices which the Vendor is authorized to sell.
- Provide repair quotes, as necessary, to the Applicant and/or to the ADP.
- Must continue to meet all conditions specified in their executed Vendor Agreement and the Manuals.

Additional Information: TTY Vendors

- For TTYs, the make and model is not specified by the Authorizer. The Applicant selects the make and model of TTY and flashing signaling device (if applicable) with the assistance of the Vendor's trained staff.
- The Vendor will work with the Applicant to ensure the choice of Device is appropriate to meet the Applicant's basic needs.
- The Vendor should have a minimum of one TTY and one flashing signaling device listed in the Product Manual for demonstration purposes.

Devices Covered

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Part 2: Devices Covered by ADP

200 Devices Covered

The hearing Devices approved for ADP funding are listed in the Product Manual. They are:

- Hearing Aids/FM systems
- Cochlear Implant Replacement Speech Processors
- Bone Anchored Hearing Aid (BAHA) Replacement Sound Processors
- Teletypewriters and flashing signaling devices

In order to list Devices with the Program, the manufacturer/distributor responsible for the product in the Ontario market must warranty the product for a minimum period of time as follows:

- Hearing Aids - minimum 2-year warranty from date of fitting/dispensing to the Client.
- FM systems – minimum 3-year warranty from date of dispensing to the Client.
- Cochlear Implant Replacement Speech Processors – minimum 3-year warranty from date of initial activation of the Client's Device.

The procedure for manufacturers/distributors to apply for approval of a new and/or updated product is available, upon request from the Program.

For generic hearing Devices funded by the Program, the Vendor may only provide Devices that have a minimum manufacturer/distributor warranty period as follows:

- Bone Anchored Hearing Aid (BAHA) Replacement Sound Processors- minimum 2-year warranty from date of initial stimulation of the Client's Device.
- Teletypewriters and flashing signaling devices - minimum 1 year warranty from date the Device(s) is delivered to the Client.

205 Hearing Aids/FM Systems

Eligible Hearing aids/FM systems are listed in the Product Manual.

210 Cochlear Implant Replacement Speech Processors

Eligible cochlear implant replacement speech processors are listed in the Product Manual.

215 Bone Anchored Hearing Aid (BAHA) Replacement Sound Processors

Eligible BAHA replacement sound processors are listed in the Product Manual.

220 Teletypewriters (TTY) for the Deaf or Speech Impaired

Eligible teletypewriters and flashing signaling devices are listed in the Product Manual.

225 Items Not Funded by ADP

- devices that are purchased from suppliers that are not registered with the Ministry or that are located out-of-province
- devices that are authorized before they are approved by the ADP for listing in the Product Manual
- extended warranties, service plans, handling fees
- used devices, hearing tests
- earmolds that are purchased separately from the hearing aid
- flashing signaling devices purchased separately from the TTY

230 Repairs/Batteries

The ADP does not provide funding towards the cost of repairs, maintenance and/or batteries for any Device.

Applicant Eligibility for Hearing Devices

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Part 3: Applicant Eligibility Criteria for Hearing Devices

300 Basic Hearing Device Requirements

The Applicant must meet the eligibility criteria for Program benefits. See ADP Policies and Procedures Manual, Policy 300, Eligibility Criteria for Program Benefits.

The Applicant must have a physical disability (documented hearing loss) requiring the use of a hearing Device for a period of six months or longer.

In the opinion of an Audiologist, the Applicant must have a documented hearing loss sufficient to warrant the use of a hearing Device and requires the use of a hearing Device to facilitate communication and/or enhance language development on a continual or recurrent basis for a period of six months or longer.

The Applicant must require the hearing Device(s) for their own personal use, and the intended use must be to promote functional well-being in a variety of regular daily activities and settings such as home, school, recreation, sports and work.

Basic Hearing Device Requirements – TTYs for the Speech-Impaired

The Applicant must meet the eligibility criteria for Program benefits. See ADP Policies and Procedures Manual, Policy 300, Eligibility Criteria for Program Benefits.

The Applicant must have physical disability (speech impairment) requiring the use of a Teletypewriter (TTY) for a period of six months or longer.

In the opinion of a Speech-Language Pathologist, the Applicant must have a speech impairment sufficient to warrant the use of a TTY and requires the use of the TTY to facilitate communication on a continual or recurrent basis for a period of six months or longer.

The Applicant must require the TTY for their own personal use, and the intended use must be to promote functional well-being in a variety of regular daily activities.

305 Non-Eligible Hearing Device Requirements

The Program does not provide funding for Devices used intermittently or for single purpose such as exclusive use for school, work, recreation or sport.

310 Individual Identified Ineligible by Authorizer

An Application Form must not be submitted to the Program if, after assessing the hearing requirements of the Applicant, the Authorizer confirms that the individual does not meet the ADP eligibility criteria.

315 Applicant Identified Ineligible by ADP

An Applicant may be deemed ineligible if the criteria for their access to the Program are not met or where information supplied in connection with an Application Form is insufficient, incomplete and/or inaccurate. In cases of denial, the Vendor and the Applicant will be advised of the reason.

Confirmation of Eligibility for Devices Required

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Part 4: Confirmation of Eligibility for Devices Required

To determine what Device(s) is clinically required and basic for ADP funding purposes, the Authorizer must complete a comprehensive assessment. Once the assessment has been completed and the Authorizer determines eligibility for ADP funding assistance, the Application for Funding Hearing Devices may be completed.

400 Hearing Aids

- The Applicant must have a documented hearing loss, and
- There is documented evidence of the need for the hearing aid to meet their basic daily listening needs based on established clinical tools.

405 FM Systems

- The Applicant must have a documented hearing loss.
- There is documented evidence of the need for the FM system technology to meet the Applicant's basic listening needs such as, but not limited to, subjective questionnaires. i.e., Client Oriented Scale of Improvement (COSI), speech-in-noise testing and/or patient reports.
- There is evidence of the Applicant's ability to use the Device.

- The benefits and limitations of FM technology have been explained to the Applicant.
- Validation and verification of FM system technology (as defined by CASLPO) for the Applicant has occurred before the end of the trial period of the Device.
- Dispensing: Written documentation of education on use, care/maintenance and minor troubleshooting of the FM system as well as warranty and trial period is to be signed by the Applicant before the end of the trial period.

410 Cochlear Implant Replacement Speech Processor

The Program does not provide funding for an initial speech processor.

Funding assistance towards a replacement speech processor may be provided when all of the following criteria are met:

- A minimum of 3 years has passed since the date of the cochlear implant surgery.
- The Applicant has not received funding from the Ministry in the past 3 years towards a cochlear implant speech processor.
- The current cochlear implant speech processor is not working and
 - cannot be repaired at a reasonable cost, or
 - is no longer serviced by the manufacturer

415 Bone Anchored Hearing Aid (BAHA) Replacement Sound Processor

The Program does not provide funding for an initial sound processor or initial abutment. Funding assistance towards a replacement sound processor and/or replacement abutment may be provided when all of the following criteria are met:

- The Applicant must be over 5 years of age.
- The Applicant must be diagnosed with one of the following:
 - Unilateral or bilateral aural atresia;
 - Congenital or acquired malformation of the auditory canal;
 - Unilateral or bilateral chronic ear disease
- A minimum of 5 years has passed since the date of the bone anchored hearing aid surgery.
- The Applicant has not received funding from the Ministry in the past 5 years towards a BAHA sound processor or an abutment.
- The Applicant's current BAHA sound processor and/or abutment is not working and
 - cannot be repaired at a reasonable cost, or
 - is no longer serviced by the manufacturer.

420 Teletypewriters (TTY) for the Deaf or Speech Impaired

- The Applicant has a hearing loss severe enough to impede normal use of the telephone even with the use of a hearing aid and voice amplified telephone and requires the use of a TTY and flashing signaling Device, or
- The Applicant has a speech impairment severe enough to impede normal use of the telephone even with the use of an augmentative communication aid, and requires the use of a TTY.

Service Delivery Models for Hearing Devices

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Part 5: Service Delivery Models for Hearing Devices

500 Hearing Aids and FM Systems

If the Applicant is a Child and applying for funding assistance towards a hearing aid/FM system then the Child must:

- Be assessed by a registered Authorizer in the Hearing Aids –Device category who will confirm that the Applicant has a hearing loss sufficient to warrant the use of a hearing aid on a long-term basis as part of their total daily activities.
 - Note: an Otolaryngologist's assessment may also be recommended by the Authorizer for a first-time Child Applicant or for any Child whose hearing loss is not stable
- Have the hearing aid(s)/FM system dispensed by a hearing aid Dispenser.
- Purchase the hearing aid(s)/FM system from a registered Vendor in the hearing aids Device category.

If the Applicant is an Adult and applying for funding assistance towards a hearing aid/FM system, then the Adult must:

- Be assessed by a registered Authorizer in the Hearing Aids Device category, who will confirm that the Applicant has a hearing loss sufficient to warrant the use of a hearing aid on a long-term basis as part of their total daily activities.

- Have the hearing aid(s)/FM system dispensed by a hearing aid Dispenser.
- Purchase the hearing aid(s)/FM system from a registered Vendor in the hearing aids Device category.

500.01 **Prescription of a Hearing Aid**

Prescribing a hearing aid for a hearing-impaired person is a controlled act under the *Regulated Health Professions Act, 1991*.

500.02 **Conflict of Interest**

Some Authorizers are also Vendors or may be Dispensers employed by a Vendor to dispense hearing aid Devices in accordance with this Manual. An Authorizer may also be a Vendor, or a Dispenser hired by a particular Vendor, provided that they are in compliance with any codes of conduct to which they are subject as a member of a College of a health profession under the *Regulated Health Professions Act*.

500.03 **Hearing Aids/FM Systems Assessment Process**

In order to determine what Device(s) is clinically required and basic for ADP funding purposes, the Authorizer must complete a thorough assessment. The assessment must include an audiogram for both ears.

The audiogram must include:

- Pure tone air and bone conduction thresholds
- Speech recognition threshold (formerly speech reception threshold)
- Speech recognition score (formerly discrimination)
- Tolerance/uncomfortable level

- Most comfortable level
- Immittance (not mandatory for Adults)
- Masking where necessary
- Authorizer signature and date

In cases where an Applicant cannot obtain a complete audiogram, results from auditory brainstem response audiometry or sound field testing may be used to authorize a hearing aid until a complete audiogram can be conducted.

For a young Child (e.g., aged 0 to 36 months), complete audiograms may be contingent upon the age and ability of the child to respond. The assessment of a Child who is 0-36 months old must include sound field testing and immittance testing.

Regular audiologic reviews, at least every six months, are recommended until a complete audiogram can be obtained.

500.04 **Authorizer Equipment Requirements**

Authorizers must have the following testing equipment:

For a Child:

- A sound isolating booth meeting ANSI standards with visual reinforcement audiometry (VRA) capabilities.
- A clinical audiometer capable of air, bone, masking, speech recognition and sound field testing.
- A middle ear analyzer (impedance bridge).

The following is recommended and encouraged:

- A probe tube microphone.

All test equipment must be calibrated at least once a year and meet ANSI specifications. Test facilities and instrumentation must be CSA/Ontario Hydro approved.

For an Adult:

- A test environment in which the ambient noise levels do not exceed 40dBA SPL.
- A clinical or portable audiometer capable of air, bone, masking and speech recognition.

The following are recommended and encouraged:

- An impedance bridge.
- A sound treated room meeting ANSI standards.

Equipment must be calibrated at least once a year to meet ANSI specifications. Test instrumentation must be CSA/Ontario Hydro approved.

505 Cochlear Implant Replacement Speech Processors

The Applicant must:

- Be assessed by a registered Authorizer in the cochlear implant replacement speech processor Device category.
 - Note: an Otolaryngologist's assessment may also be recommended by the Authorizer

- Purchase the replacement speech processor from a registered Vendor in the cochlear implant replacement speech processor Device category.
- Return to the Authorizer for mapping of the Authorized Device.

510 Bone Anchored Hearing Aid (BAHA) Replacement Sound Processors

If a replacement sound processor and abutment are required, then the Applicant must:

- Be assessed by a registered Authorizer in the BAHA replacement sound processor Device category.
 - Note: an assessment by an Otolaryngologist actively engaged in the BAHA program at the hospital may also be recommended by the Authorizer.
- Purchase the sound processor from a registered Vendor in the BAHA replacement sound processor category.

If only a replacement sound processor is required, then the Applicant must:

- Be assessed by a registered Authorizer in the BAHA replacement sound processor category.
- Purchase the sound processor from a registered Vendor in the BAHA replacement sound processor Device category.

If an abutment only is required, then the Applicant must:

- Be assessed by a registered Authorizer in the BAHA replacement sound processor category Device category.
 - Note: an assessment by an Otolaryngologist actively engaged in the BAHA program at the hospital may also be recommended by the Authorizer to determine if a replacement abutment is required.
- Purchase the abutment from a registered Vendor in the BAHA replacement sound processor Device category.
- See an Otolaryngologist for replacement of the Device.

515 Teletypewriters (TTY) for the Deaf or Speech Impaired

If the Applicant requires the Device due to hearing loss, then the individual must:

- Be assessed by a registered Authorizer in the hearing aids Device category to determine eligibility.
- Purchase the TTY and accompanying flashing signaling Device from a registered Vendor in the TTY Device category.

Note: A flashing signaling Device must be purchased at the same time as the TTY. The ADP does not fund flashing signaling devices separately.

If the Applicant requires the Devices due to a speech impairment, then the individual must:

- Be assessed by a registered Authorizer in the communication aids Device category to determine eligibility.
- Purchase the TTY from a registered Vendor in the TTY Device category.

Note: Speech impaired Applicants are not eligible for funding towards the flashing signaling device.

Device Eligibility

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Part 6: Device Eligibility

600 Number of Devices Funded and Designated Funding Periods

Hearing Aids/FM Systems

Based on the Authorizer's assessment, the Applicant may require more than one Device.

ADP funding assistance may be requested for:

- One or two hearing aid(s) (one for each ear)
- One FM system

Types of hearing aids Devices funded by the Program include: behind the ear; in the ear; in the canal; and completely in the canal.

A CROS or BICROS hearing aid is considered one hearing aid Device. When a hearing aid Device is modified to make it into a CROS or BICROS hearing aid, the Vendor will include the hearing aid with CROS/BICROS option/modification as part of the fully itemized invoice provided to the Applicant.

Cochlear Implant Replacement Speech Processor

ADP funding assistance may be requested for a cochlear implant replacement speech processor (one for each ear).

Bone Anchored Hearing Aid (BAHA) Replacement Sound Processor

ADP funding assistance may be requested for a BAHA replacement sound processor, and/or an abutment, if required (one for each ear).).

Teletypewriters (TTY) for the Deaf or Speech Impaired

If the Applicant is hearing impaired, ADP funding assistance may be requested for one TTY and one accompanying flashing signaling Device.

If the Applicant is speech impaired, ADP funding assistance may be requested for one TTY.

605 Designated Funding Periods

The designated funding period identifies how long the hearing Device should, in most cases, remain well-functioning under normal use. The Program does not automatically provide funding towards a replacement hearing Device at the end of the designated funding period.

The following are the designated funding periods:

- Hearing Aids/FM systems – 5 years
- Cochlear Implant Replacement Speech Processors – 3 years
- BAHA Replacement Sound Processors – 5 years
- Teletypewriters – 5 years

610 Request for a Replacement Device

The ADP may provide funding during or following the designated funding period for a new hearing Device, under certain circumstances.

Significant Change in Hearing (Hearing Aids)

If during or following the designated funding period, an ADP-registered Authorizer, who may also consult with an Otolaryngologist, determines that the Client has experienced a significant change in hearing in the ear for which the original ADP funded hearing aid Device was authorized, and the hearing aid Device is no longer suitable for the Client, the Client can apply for funding assistance towards the cost of a new hearing aid Device.

A significant change in hearing is defined a minimum 20 dB change in three or more of the following speech frequencies: 500 Hz, 1000 Hz, 2000 Hz, or 3000 Hz in the ear for which the original hearing aid was authorized.

Change in Medical Condition

If during or following the designated funding period, an ADP-registered Authorizer, who may also consult with an Otolaryngologist, determines that the Client has experienced a significant change in medical condition in the ear for which the original hearing aid Device was authorized, or physical growth/atrophy and the hearing aid Device is no longer suitable for the Client, then the Client can apply for funding assistance towards the cost of a new hearing aid Device.

Normal Wear

If during or following the designated funding period, the hearing Device is no longer working, not covered under warranty, and the cost to repair it is more than one third of the original purchase price, the Client can apply for funding assistance towards the cost of a new hearing Device if all eligibility criteria are met. The Vendor must submit a quotation showing the estimated cost of repairs and/or copies of repair bills together with a newly completed Application Form.

Lost Devices

The ADP will not provide funding to replace lost hearing Devices within the designated funding period. Clients are encouraged to purchase insurance to cover such situations. If the designated funding period has passed, the ADP will provide funding for a replacement Device if all other eligibility criteria are met. The Vendor must submit a Vendor quote showing: "Not Repairable-Device Lost" together with the newly completed Application Form.

Funding and Payment



Part 7: Funding and Payment

700 Policies

No payment of an approved Device provided to a Client shall be made to anyone other than a Vendor. Lists of Vendors in specific geographic areas can be obtained from the ADP website.

705 Approved Price for Hearing Aids (Includes FM Systems)

The Approved Price for all hearing aids/FM systems is the manufacturer's invoice price to the Vendor for the hearing aids/FM systems.

710 Funding Amount for ADP Clients

Hearing Aids/FM Systems

For eligible Clients, the Program will contribute 75 percent (75%) up to a maximum of \$500 towards the cost of a monaural hearing aid fitting, 75 percent (75%) up to a maximum of \$1000 towards the cost of a binaural hearing aid fitting, and 75 percent (75%) up to maximum of \$1350 towards the cost of an FM system.

ADP's contribution includes funding towards the cost of the eligible hearing aid Device listed in the Product Manual, earmold and applicable dispensing fee.

For FM systems, the ADP's contribution includes funding towards the cost of the eligible FM system listed in the Product Manual and one applicable dispensing fee.

Cochlear Implant Replacement Speech Processor

For eligible Clients, the Program will contribute 75 percent (75%) of the manufacturer's invoice price in Canadian dollars up to a maximum of \$5,444.

Bone Anchored Hearing Aid (BAHA) Replacement Sound Processor

For eligible Clients who require a replacement sound processor with abutment, the ADP will contribute 75 percent (75%) of the manufacturer's invoice price in Canadian dollars up to a maximum of \$3,900.

For eligible Clients who require a replacement sound processor only, the Program will contribute 75 percent (75%) of the manufacturer's invoice price in Canadian dollars up to a maximum of \$3,000.

For eligible Clients who require a replacement abutment only, the Program will contribute 75 percent (75%) of the manufacturer's invoice price in Canadian dollars up to a maximum of \$900.

Teletypewriters (TTY) for the Deaf or Speech Impaired

Teletypewriter

For eligible Clients, the Program will contribute 75 percent (75%) of the manufacturer's invoice price in Canadian dollars up to a maximum of \$393.75 for a printing TTY and 75 percent (75%) of the manufacturer's invoice price in Canadian dollars up to a maximum of \$243.75 for a non-printing TTY.

Flashing Signaling Device

For eligible Applicants, the Program will contribute 75 percent (75%) of the manufacturer's invoice price in Canadian dollars up to a maximum of \$49.50.

715 Funding for Ministry of Children, Community and Social Services (MCCSS) Benefits Recipients

Co-payment for Applicants receiving Social Assistance Benefits

- Ontario Works (OW)
- Ontario Disability Support Program (ODSP)
- Assistance for Children with Severe Disabilities (ACSD)

715.01 **Cochlear Implant Replacement Speech Processor**

For Clients receiving social assistance benefits through OW, OSDP or ACSD as of the date reviewed and approved by the Authorizer, ADP will pay:

- 100 percent (100%) of the manufacturer's invoice price in Canadian dollars up to a maximum of \$7,258.67.

715.02 **Bone Anchored Hearing Aid (BAHA) Replacement Sound Processor**

For Clients receiving social assistance benefits through OW, ODSP or ACSD as of the date reviewed and approved by the Authorizer, ADP will pay:

- 100 percent (100%) of the manufacturer's invoice price in Canadian dollars up to a maximum of \$4,000 towards the replacement sound processor only
- 100 percent (100%) of the manufacturer's invoice price in Canadian dollars up to a maximum of \$5,200 toward the replacement sound processor with abutment, or
- 100 percent (100%) of the manufacturer's invoice price in Canadian dollars up to a maximum of \$1,200 for the abutment only.

715.03 **Teletypewriters (TTY) for the Deaf or Speech Impaired**

For Clients receiving social assistance benefits through OW, ODSP or ACSD as of the date reviewed and approved by the Authorizer, ADP will pay:

- 100 percent (100%) of the manufacturer's invoice price in Canadian dollars up to a maximum of \$525 towards the cost of a printing TTY
- 100 percent (100%) of the manufacturer's invoice price in Canadian dollars up to a maximum of \$325 for a non-printing TTY

- 100 percent (100%) of the manufacturer's invoice price in Canadian dollars up to a maximum of \$66 towards the cost of the flashing signaling device.

720 Delivery of Device

The Vendor will provide the Authorized Device together with a fully itemized invoice to the Client, advise the Client regarding the warranty and after- purchase services offered, and provide a copy of the manufacturer's warranty and user manual for the Device.

In addition to the above, hearing aid Vendors will ensure that the Client is provided with a minimum 30-day trial period (in writing) to test the suitability of the hearing aid(s)/FM system.

725 Expiry Date of the Application for Funding Hearing Devices

The Application Form is considered current and valid for one (1) year from the Authorizer assessment date.

Note: The expiry date will **NOT** be extended. After the expiry date, a new assessment must be completed, and a new Application Form must be submitted to the Program.

730 Hearing Aids/FM System Dispensing Fee Charges

If the dispenser is a member of the College of Audiologists and Speech-Language Pathologists of Ontario (CASLPO), dispensing fee is based on the Recommended Fee Schedule from the Ontario Association of Speech-Language Pathologists and Audiologists (OSLA). If an Applicant has questions regarding the dispensing fee, the individual can contact OSLA for more information.

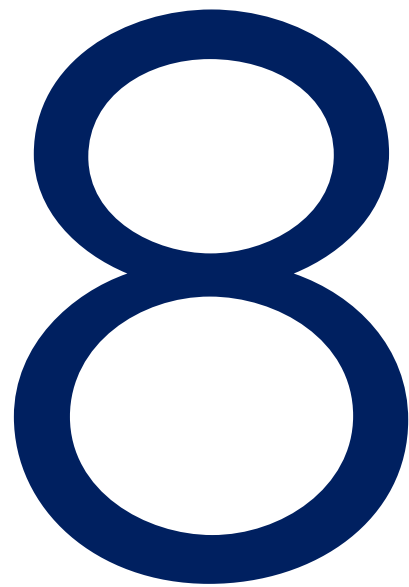
If the dispenser is a member of the Association of Hearing Instrument Practitioners of Ontario (AHIP), the dispensing fee is based on the AHIP Recommended Fee Guide. If an Applicant has questions regarding the dispensing fee, the individual can contact AHIP for more information.

735 Pricing of Other Items

For earmolds, Vendors are encouraged to charge no more than the amounts listed in the applicable professional association fee guide. If an Applicant has questions regarding the fees, the individual can contact the professional association for more information.

For items such as audiometric fees, service fees, options/accessories, parts list and service agreements, Vendors are encouraged to charge no more than the amounts listed in the applicable professional association fee guide. If an Applicant has questions regarding the fees, the individual can contact the professional association for more information.

Invoicing Procedures



Part 8: Invoicing Procedures

800 Invoice Processing

Refer to the ADP Manual, Part 9, Invoicing Processing and Payment, for details.

Note: ADP Vendors for hearing Devices are not required to submit the invoice. The original invoice is kept in the Applicant's file together with a copy of the Application Form. The Program may request a copy of the invoice.

805 ADP Processing Errors

In the event of an ADP processing error being identified following funding approval, the ADP will co-operate with the Authorizer, Vendor and Client to make any necessary corrections.

The Vendor must notify the ADP in writing of the error(s) along with a request for the approval to be amended.

810 Authorizer Errors & Omissions

In the event of an Authorizer error and/or omission being identified following funding approval, the ADP will co-operate with the Authorizer to make any necessary corrections.

The Authorizer must return a copy of the Application Form to the ADP with the errors highlighted along with a request for the approval to be amended.

815 Applicant Return of Hearing Devices

If the Applicant returns the hearing Device and does not get another one before the end of the trial period, the Vendor must reimburse the Applicant any amounts paid minus a reasonable handling fee, if applicable, and reimburse the Ministry any funding contributions paid to the Vendor.

The credit note must be submitted online through the Go Secure portal via TXT file upload.

820 Update Policy

If the Applicant returns the hearing Device and gets another within the trial period, the Vendor must submit a credit note online through the Go Secure portal via TXT file upload. Another invoice TXT file must be submitted for the substituted device with new serial number and uploaded online in the same manner.

Authorizers

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Part 9: Authorizers

900 Authorizer Status

Audiologists wishing to be registered with the Program for hearing aids, cochlear implant replacement speech processors or BAHA replacement sound processors must meet the requirements for the respective type of Device.

905 Requirements for Authorizer Status

905.01 Hearing Aids for a Child

An Audiologist who:

- holds a valid certificate of registration from the College of Audiologists and Speech-Language Pathologists of Ontario (CASLPO) and is licensed to practise in Ontario.

905.02 Hearing Aids for an Adult

An Audiologist who:

- holds a valid certificate of registration from the College of Audiologists and Speech-Language Pathologists of Ontario (CASLPO) and is licensed to practise in Ontario.

905.03 **FM Systems**

An Audiologist who:

- holds a valid certificate of registration from the College of Audiologists and Speech-Language Pathologists of Ontario (CASLPO) and is licensed to practise in Ontario; and
- is a registered Authorizer for Hearing Aids.

905.04 **Cochlear Implant Replacement Speech Processors**

An Audiologist who:

- holds a valid certificate of registration from the College of Audiologists and Speech-Language Pathologists of Ontario (CASLPO) and is licensed to practise in Ontario; and
- is employed at a hospital with a dedicated cochlear implant program; and
- has received relevant training (including manufacturer training); and
- has experience working with cochlear implant devices and working with cochlear implant recipients.

905.05 **Bone Anchored Hearing Aid (BAHA) Replacement Sound Processors**

An Audiologist who:

- holds a valid certificate of registration from the College of Audiologists and Speech-Language Pathologists of Ontario (CASLPO) and is licensed to practise in Ontario; and
- has received relevant training (including manufacturer training); and

- has experience working with BAHA devices and working with BAHA recipients.

905.06 **Teletypewriters (TTY) for the Deaf or Speech Impaired**

For Persons Who Are Deaf

An Audiologist who:

- holds a valid certificate of registration from the College of Audiologists and Speech-Language Pathologists of Ontario (CASLPO) and is licensed to practise in Ontario, and
- is a registered Authorizer for Hearing Aids.

For Persons Who Are Speech Impaired

A Speech-Language Pathologist who:

- holds a valid certificate of registration from the College of Audiologists and Speech-Language Pathologists of Ontario (CASLPO) and is licensed to practise in Ontario, and
- is a registered Authorizer for Communication Aids.

910 General Authorizer Policies

Detailed information about Authorizer registration, policies and procedures, are found in the ADP Manual, Part 4, General Authorizer and Vendor Policies and Part 5, Authorizers.

Vendors

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Part 10: Vendors

1000 Vendors Status

Vendors wishing to submit a request for funding to the Ministry for hearing Devices must be registered as Vendors for the appropriate category of hearing Devices. There are four separate categories of hearing Devices:

- Bone Anchored Hearing Aid (BAHA) Replacement Sound Processors
- Cochlear Implant Replacement Speech Processors
- Hearing Aids
- Teletypewriters for the Deaf or Speech Impaired

Vendors applying for registration status must be active retailers. Vendors must complete the Vendor application package and return it to the Program together with the required documentation/attachments.

1000.01 **Manufacturers as Vendors (Hearing Aids)**

New and existing manufacturers operating as Vendors must demonstrate an ability to meet the requirements of Policies 600 and 605 in the ADP Manual.

Despite Policy 605 in the ADP manual, any manufacturer may apply for Vendor registration status for hearing aids.

1005 Staffing Requirements for Vendors

1005.01 Hearing Aids – Dispensers and Equipment Requirements

Vendors must employ a minimum of one Dispenser to provide the hearing aid fittings and dispense FM systems for Applicants. The Dispenser must be one of:

- An Audiologist who holds a valid certificate of registration from the College of Audiologists and Speech-Language Pathologists of Ontario (CASLPO) and is licensed to practise in Ontario.
- A successful graduate of a hearing instrument specialist program in Ontario that is recognized by the Ministry of Colleges and Universities and an active member of the Association of Hearing Instrument Practitioners of Ontario (AHIP).
- A graduate of the former George Brown College Hearing Instrument Dispenser Program who is an active member of the Association of Hearing Instrument Practitioners of Ontario (AHIP).
- A graduate of the former Sheridan College Hearing Aid Specialist Program who is an active member of the Association of Hearing Instrument Practitioners of Ontario (AHIP).
- A person who passed the ADP Level I (Dispenser) exam who is an active member of the Association of Hearing Instrument Practitioners of Ontario (AHIP). Applies to grandfathered dispensers only.

Equipment Requirements for Dispensers:

The following minimum dispensing equipment must be used by Dispensers for cleaning, servicing and testing hearing aids and earmolds:

- A stethoscope
- An otoscope
- A high speed dremel-type drill, and
- Heating and modifying tools

The following are recommended and encouraged:

- An electroacoustic hearing aid analyzer, and
- An ultrasonic cleaner

1005.02 **Cochlear Implant Replacement Speech Processors**

Vendors must employ individuals with training and experience working with the Devices and working with cochlear implant recipients.

1005.03 **Bone Anchored Hearing Aid (BAHA) Replacement Sound Processors**

Vendors must employ individuals with training and experience working with the Devices and working with BAHA recipients.

1005.04 **Teletypewriters (TTY) for the Deaf or Speech Impaired**

Vendors must employ individuals who are knowledgeable about the makes and models of TTYs and flashing signaling devices, can demonstrate the devices to individuals (explain how they work and the different features) and have experience working with deaf/hearing impaired and/or speech impaired individuals.

1010 Additional Requirements – Hearing Aid Vendors

Hearing Aid Vendors must:

- Dispense a minimum of four different manufacturers brands of hearing aids listed in the Hearing Aids Product Manual.
- Ensure that after the hearing aids and/or FM systems are dispensed, the Applicants are provided with a minimum 30-day trial period (in writing) to test the suitability of the hearing aids/FM systems.
- Notify the Program "Registration Unit" in writing within ten days of an employee who is an Authorizer ceasing to be an employee and a person who is an Authorizer becoming an employee.

1015 General Vendor Policies

Detailed information about Vendor registration and policies and procedures is found in the ADP Manual in the following areas:

- Part 4, General Authorizer and Vendor Policies;
- Part 6, Vendors;
- Part 7, Personal Health Information; and
- Part 9, Invoice Processing and Payment.

Note in Particular:

- i. Policy 405, Conflict of Interest

- ii. Policy 415, Advertising
- iii. Policy 420, Referrals
- iv. Policy 600, Applying for Registration – New Vendor
- v. Policy 601, Applying for Registration – Additional Vendor Location or Additional Category of Devices
- vi. Policy 602, Maintaining Registration as a Vendor
- vii. Policy 615, Relationships of Hospitals and Vendors
- viii. Policy 620, Vendors Sharing Proceeds with Long-Term Care Homes
- ix. Policy 640, Informing Persons of the Program
- x. Policy 660, Refusal to Supply for Safety Reasons
- xi. Policy 665, Warranties of Purchased Devices
- xii. Policy 670, Repairs of Purchased Devices
- xiii. Policy 700, Protection of Personal and Personal Health information
- xiv. Policy 905, Rebates

The ADP Manual is available at:

<https://www.ontario.ca/document/assistive-devices-program-health-care-professionals/policies-procedures-administration-and>

Contact Information

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Part 11: Contact Information

1100 Program Addresses

1100.01 Assistive Devices Program

Assistive Devices Program
Ministry of Health
5700 Yonge Street, 7th Floor
Toronto, Ontario M2M 4K5

Email: adp@ontario.ca

Telephone: Toronto area (416) 327-8804

Toll free: 1-800-268-6021

TTY: 1-800-387-5559

Fax: (416) 327-8192

Public Website:

<https://www.ontario.ca/page/assistive-devices-program>

Health Professionals Website:

<https://www.ontario.ca/document/assistive-devices-program-health-care-professionals>

1100.02 Financial Management Branch

Ministry of Health

Financial Management Branch, Program Payments Unit

P.O. Box 48

49 Place d'Armes, 3rd Floor

Kingston Ontario K7L 5J3

Telephone: In Kingston (613) 548-6477

Toll free: 1-800-267-9458

Fax: (613) 547-1963