

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	Updated List of Definitions	March 2, 2026
115	Updated Roles & Responsibilities for Applicant/Client, Authorizers and Vendors	March 2, 2026

Section	Change	Date
Part 5	Updated Service Delivery Models for Hearing Devices	March 2, 2026
730, 735	Updated Hearing Aids/FM System Dispensing Fee Charges, Pricing of Other Items	March 2, 2026
815, 820	Updated process for credit note.	March 2, 2026

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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;
- 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 **ADP Manual** means the ADP Policies and Procedures Manual.
- 110.03 **Attestation Sheet** means the document describing the process to obtain funding assistance under the Program to help an Applicant pay for a hearing aid Device, including the roles of Prescribers, Authorizers and Vendors.

- 110.04 **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.
- 110.05 **Child** means any person 18 years of age or younger.
- 110.06 **Dispenser** means a person employed by the Vendor to dispense hearing aid and FM system Devices in accordance with this Manual.
- 110.07 **Manual** means this Hearing Devices Policy and Administration Manual.
- 110.08 **Otolaryngologist** means a Physician to whom a certificate in the specialty of otolaryngology has been issued by the Royal College of Physicians and Surgeons of Canada.
- 110.09 **Physician** 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.
- 110.10 **Prescriber** means an Audiologist or a Physician who prescribes a hearing aid Device for an Applicant or Client.
- 110.11 **Product Manual** means, as applicable, the product manuals entitled:
- Hearing Devices - Hearing Aids and FM Systems Device Codes
 - Hearing Devices - Hearing Aids and FM Systems Approved Products
 - Hearing Devices - Hearing Implant Replacement Speech/Sound Processors and/or
 - Hearing Devices - Telecommunication Devices
- 110.12 **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 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:

- the ADP Manual;
- 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.
- If the Applicant requires a hearing aid Device, obtain a prescription for the Device from a Prescriber.
- Has the right to ask for a list of Vendors; and has the right to choose the Vendor they wish to visit to obtain a Device.
- 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, including, in the case of an application for a hearing aid Device, information on the Attestation Sheet.

- 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.
- Arrange payment for the Client’s portion of the cost for the Authorized Device purchase, and ensure such payment is made directly to the Vendor.
- After the Authorized Device is received, follow up with the Authorizer and/or Vendor, as appropriate (e.g. regarding questions or difficulties with the Authorized Device).
- Obtain quotations for repairs from the Vendor 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 or following 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.
- Will perform a thorough assessment to determine 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).

- Refer the Applicant 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.)
- Carefully consider 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.
- Provide the Applicant with accurate information about ADP policies and procedures, eligibility criteria and the estimated cost to purchase the Authorized Device.
- Provide the Applicant with the applicant information sheet for the applicable hearing Device, accessible through the Government of Ontario's Central Forms Repository.
- Provide the Authorized Device specifications (includes make and model) with the exception of TTYs.
- Provide the Applicant with a list of Vendors serving their community and advise Applicants to consider more than one Vendor to compare options, service plans and, if relevant, prices. Lists are available on the ADP website.
- Follow up with the Client after the Authorized Device has been provided (for hearing aid Devices - 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 is not an Eligible Person.
- Maintain current knowledge of the Devices for which the Authorizer is registered to authorize.
- Must continue to meet all conditions specified in their executed Authorizer Agreement, the ADP Manual, and this Manual.
- Must remain in good standing with their respective health profession's regulatory college or association

Additional Information – Hearing Aids

The Authorizer informs the Applicant's Prescriber, in writing, regarding the Applicant's audiological functioning and hearing aid recommendation as part of the hearing aids prescription process.

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. In this instance, they may perform the role of Authorizer and Vendor, provided that the conflict of interest requirements in the ADP Manual are followed.

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.
- Ensure that the dispensing of the hearing aid Device for the Applicant has been prescribed by a Prescriber.
- Prepare the hearing aid Device for fitting to the Applicant, based on specifications provided by the Authorizer.
- Provide counseling and instructions necessary for the proper and effective use, operation, care and maintenance of the hearing aid Device, troubleshoots and adjusts the Device, where appropriate, as part of the dispensing duties.
- Provide the Applicant with a copy of the manufacturer's hearing aid Device warranty.
- Provide the Applicant with a minimum 30-day trial period, in writing, to test the suitability of the hearing aid Device.
- Notify the Authorizer when the hearing aid 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) Device.

- 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 Applicant/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/Client the difference between the total cost of the Authorized Device purchase and the ADP funding contribution.
- Retain the prescription issued by a Prescriber for the dispensing of a hearing aid Device to the Applicant/Client.
- Provide the Applicant/Client with a copy of the prescription issued by the Prescriber for the dispensing of the hearing aid Authorized Device.
- In the case of a hearing aid Device, review the Attestation Sheet with the Applicant/Client, sign the Attestation Sheet, and provide a copy of the signed Attestation Sheet to the Applicant/Client for their records.
- 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/Client and/or to the ADP.
- Must continue to meet all conditions specified in their executed Vendor Agreement, the ADP Manual, and this Manual.

Additional Information: TTY Device Vendors

- For TTY Devices, the make and model is not specified by the Authorizer. The Applicant selects the make and model of TTY Device 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 Device 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 provide a warranty. At a minimum, the warranty must guarantee that the Device is fit for the purpose for which it is to be used and free from manufacturing and material defects, and if it is not at any time during the term of the warranty, then the Applicant/Client is entitled to have the Device replaced or repaired at no cost. The minimum term of the warranty varies by Device type, 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 guaranteeing that the Device is fit for the purpose for which it is to be used and free from manufacturing and material defects, and if it is not at any time during the term of the warranty, then the Applicant/Client is entitled to have the Device replaced or repaired at no cost. The minimum term of such warranty shall be 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

Hearing aid/FM system Devices are listed in the Product Manual.

210 Cochlear Implant Replacement Speech Processors

Cochlear implant replacement speech processor Devices are listed in the Product Manual.

215 Bone Anchored Hearing Aid (BAHA) Replacement Sound Processors

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

220 Teletypewriters (TTY) for the Deaf or Speech Impaired

Teletypewriter Devices 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

For all hearing Devices, the Applicant must meet the eligibility criteria for Program benefits. See ADP Manual, Policy 300, Eligibility Criteria for Program Benefits.

For hearing Devices, other than TTYs for the Speech-Impaired:

- 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.
- The Applicant has 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 is to promote functional well-being in a variety of regular daily activities and settings such as home, school, recreation, sports and work.

For hearing aid Devices:

- In addition to the above requirements, the Applicant must have a prescription from a Prescriber for the hearing aid Device.

For TTY Devices for the Speech-Impaired:

- The Applicant must have physical disability (speech impairment) requiring the use of a Teletypewriter (TTY) for a period of six months or longer.
- The Applicant has 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 is 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. Please refer to Part 9 of the Manual for information about who can be registered as an Authorizer for each type of hearing Device.

400 Hearing Aids

- The Applicant must have a documented hearing loss, and
- There is documented evidence of the need for the hearing aid Device 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 Device 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 Device may be provided when all of the following criteria are met:

- The Applicant must be over 5 years of age.
- The Applicant must be assessed by an Authorizer as having 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 Device 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 Device.

Service Delivery Models for Hearing Devices

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Part 5: Service Delivery Models for Hearing Devices

For more information about the Authorizers referenced in this Part, please refer to Part 9 of the Manual.

500 Hearing Aids and FM Systems

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

- Be assessed by an Authorizer registered in the Hearing Aids – Children 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:** The Authorizer may also refer a first-time Child Applicant or any Child whose hearing loss is not stable to an Otolaryngologist.
- Have the hearing aid/FM system Device dispensed by a hearing aid Dispenser.
- Purchase the hearing aid/FM system Device from a Vendor registered in the hearing aids Device category.

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

- Be assessed by an Authorizer registered in the Hearing Aids – Adult 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/FM system Device dispensed by a hearing aid Dispenser.
- Purchase the hearing aid/FM system Device 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*. Only two types of health professionals are legally allowed to write a hearing aid prescription: Audiologists and Physicians (e.g. general practitioners or Otolaryngologists.)

500.02 **Conflict of Interest**

A person may be an Authorizer, a Dispenser hired by a particular Vendor, or a Vendor provided that the conflict of interest requirements in the ADP Manual are followed.

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

In order to determine what hearing aid/FM system 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 a complete audiogram cannot be obtained, results from auditory brainstem response audiometry or sound field testing may be used to authorize a hearing aid/FM system Device 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 American National Standards Institute (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 testing equipment is also recommended and encouraged for a Child:

- 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 testing equipment are also recommended and encouraged for an Adult:

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

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

505 Cochlear Implant Replacement Speech Processors

The Applicant must:

- Be assessed by an Authorizer registered in the cochlear implant replacement speech processor Device category.
 - **Note:** The Authorizer may also recommend the involvement of an Otolaryngologist.
- Purchase the replacement speech processor Device from a Vendor registered 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 Device and/or an abutment Device are required, then the Applicant must:

- Be assessed by an Authorizer registered in the BAHA replacement sound processor Device category.

- **Note:** The Authorizer may also recommend the involvement of an Otolaryngologist actively engaged in the BAHA program at a hospital.
- Purchase the sound processor Device and/or abutment Device from a registered Vendor in the BAHA replacement sound processor category.

515 Teletypewriters (TTY) for the Deaf or Speech Impaired

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

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

Note: A flashing signaling Device must be purchased at the same time as the TTY Device. 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 an Authorizer registered in the communication aids Device category to determine eligibility.
- Purchase the TTY Device from a Vendor registered 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 hearing aid/FM system Device.

ADP funding assistance may be requested for:

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

Types of hearing aid 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 one or two cochlear implant replacement speech processor Device(s) (one for each ear).

Bone Anchored Hearing Aid (BAHA) Replacement Sound Processor

ADP funding assistance may be requested for one or two BAHA replacement sound processor Device(s) (one for each ear), and/or one or two abutment Device(s), 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 Device and one accompanying flashing signaling Device.

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

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 Aid/FM system Devices – 5 years
- Cochlear Implant Replacement Speech Processor Devices – 3 years
- BAHA Replacement Sound Processor Devices – 5 years
- Teletypewriter Devices – 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 Authorizer, 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, then the Client can apply for funding assistance towards the cost of a new hearing aid Device with a new hearing aids prescription.

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 Authorizer determines that the Client has experienced a significant change in medical condition in the ear for which the original hearing Device was authorized, and the hearing Device is no longer suitable for the Client, then the Client can apply for funding assistance towards the cost of a new hearing Device (For a hearing aid Device, a new hearing aid prescription is required.)

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 for a hearing 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 aid/FM system Devices is the manufacturer's invoice price to the Vendor for the hearing aid/FM system Device.

710 Funding Amount for ADP Clients

Hearing Aids/FM Systems

For Clients who require a hearing aid Device, 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 hearing aid Device listed in the Product Manual, earmold and applicable dispensing fee

For FM system Devices, the ADP's contribution includes funding towards the cost of the FM system Device listed in the Product Manual and one applicable dispensing fee charged by the Vendor.

Cochlear Implant Replacement Speech Processor

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

For Clients who require a replacement sound processor Device 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 Clients who require a replacement abutment Device 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 Clients who require a TTY Device, 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 Clients who require a flash signaling Device, 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 who require a cochlear implant replacement speech processor Device and are receiving social assistance benefits through OW, OSDP or ACSD as of the date they are 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 who require a replacement sound processor Device and are receiving social assistance benefits through OW, ODSP or ACSD as of the date they are 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 who require a TTY Device and are receiving social assistance benefits through OW, ODSP or ACSD as of the date they are 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 Authorized 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/FM system Device.

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 by an Authorizer and a new Application Form must be submitted to the Program.

730 Hearing Aids/FM System Dispensing Fee Charges

If the Dispenser of the hearing aid Device is a member of the College of Audiologists and Speech- Language Pathologists of Ontario (CASLPO), the dispensing fee for which the ADP will provide funding assistance is based on the Recommended Fee Schedule from Speech-Language & Audiology Canada (SAC) Ontario. If an Applicant has questions regarding the dispensing fee, the individual should contact SAC Ontario for more information.

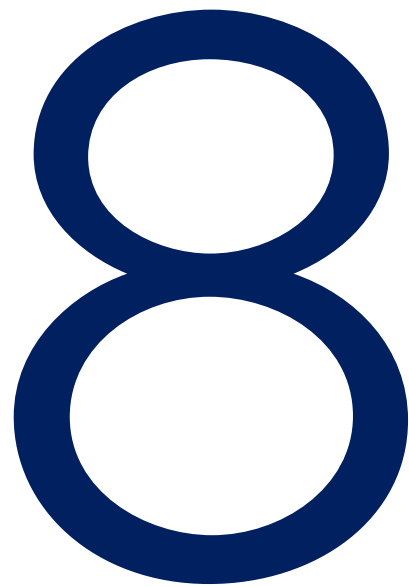
If the Dispenser of the hearing aid Device is a member of the Association of Hearing Instrument Practitioners of Ontario (AHIP), the dispensing fee for which the ADP will provide funding assistance is based on the AHIP Recommended Fee Guide. If an Applicant has questions regarding the dispensing fee, the individual should 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 should 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 applicable professional association fee guide. If an Applicant has questions regarding the fees, the individual should 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 Authorizer and Vendor must cooperate with the ADP and the 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 Authorizer must co-operate with the ADP 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 by the Applicant minus a reasonable handling fee, if applicable, and reimburse the Ministry any funding contributions paid by the Ministry to the Vendor.

The credit note must be submitted electronically through the GoSecure portal via TXT file upload, in accordance with the ADP Technical Specification for Electronic Submissions on the ADP [website](#).

820 Update Policy

If the Applicant returns the hearing Device and gets another within the trial period, the Vendor must submit a credit note electronically through the GoSecure portal via TXT file upload, in accordance with the ADP Technical Specification for Electronic Submissions on the ADP [website](#). Another invoice TXT file must be submitted for the substituted Device with new serial number and uploaded online in the same manner.

Authorizers



Part 9: Authorizers

900 Authorizer Status

Audiologists wishing to be registered with the Program for hearing aid Devices, cochlear implant replacement speech processor Devices or BAHA replacement sound processor Devices must meet the requirements for the respective type of Device. Hearing Instrument Specialists wishing to be registered with the Program for adult hearing aid Devices must meet the requirements for those Devices.

905 Requirements for Authorizer Status

905.01 Hearing Aids for a Child

Must be an Audiologist.

905.02 Hearing Aids for an Adult

Must be one of the following:

- An Audiologist
- A hearing instrument specialist who can provide:
 - proof of successful completion of a hearing instrument specialist program in Ontario that is recognized by the Ontario ministry responsible for colleges and universities, and

- proof of successful completion of an apprenticeship program consisting of a minimum of 1000 supervised internship hours approved by the Association of Hearing Instrument Practitioners of Ontario (AHIP) and
- proof that they are a practising member in good standing of AHIP.
- A person other than an Audiologist or a hearing instrument specialist who:
 - has passed the ADP Level II (Authorizer) exams and was grandfathered into the hearing aid category as an Authorizer, and
 - can provide proof that they are a practising member in good standing of AHIP.

905.03 **FM Systems**

Must be an individual who:

- is an Audiologist, and
- is registered as an Authorizer for hearing aid Devices.

905.04 **Cochlear Implant Replacement Speech Processors**

Must be an individual who:

- is an Audiologist, and
- is employed at a hospital with a dedicated cochlear implant program, and
- has received relevant training (including training from a manufacturer of a cochlear implant replacement speech processor Device), and

- has experience working with cochlear implant devices and working with cochlear implant recipients.

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

Must be an individual who:

- is an Audiologist; 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

Must be an individual who:

- is an Audiologist; and
- is a registered Authorizer for Hearing Aids.

For Persons Who Are Speech Impaired

Must be an individual who:

- is a Speech Language Pathologist; and
- is registered as an Authorizer for communication aid Devices.

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 aid Devices.

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 Device fittings and dispense hearing aid Devices and FM system Devices for Applicants/Clients. The Dispenser must be one of the following:

- An Audiologist.
- A successful graduate of a hearing instrument specialist program in Ontario that is recognized by the Ontario ministry responsible for 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), and was previously grandfathered as a Dispenser.

Equipment Requirements for Dispensers:

The dispensing equipment used by Dispensers for cleaning, servicing and testing hearing aid Devices and earmolds must follow the standards of practice of their respective College or Association. Required equipment may include:

- 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 cochlear implant replacement speech processor 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 BAHA replacement sound processor 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 TTY Devices 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

Vendors of hearing aid Devices must:

- Dispense a minimum of four different manufacturers' brands of hearing aid Devices.
- Ensure that after the hearing aid Devices and/or FM system Devices are dispensed, the Applicants are provided with a minimum 30-day trial period (in writing) to test the suitability of the Devices.
- 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