

HEARING DEVICES PROGRAM

The Hearing Devices Program is intended for persons insured under the Québec Health Insurance Plan who have a hearing impairment and who meet the eligibility requirements.

The program is designed to provide hearing devices (**hearing aids** and **assistive listening devices**) to eligible persons.

Subject to certain conditions, the program covers the **purchase, replacement** and **repair** of hearing devices.

WHAT IS A HEARING AID?

The types of hearing aids covered by the program are analogue hearing aids (in-the-ear, behind-the-ear, body and eyeglass), digitally controlled analogue hearing aids (in-the-ear and behind-the-ear) and digital hearing aids (in-the-ear and behind-the-ear).

The program covers at least one hearing aid for each type of hearing impairment. To be selected for coverage, a hearing aid must undergo testing that proves its electroacoustic, mechanical, ergonomic and esthetic quality, in compliance with a protocol developed by the Régie with the assistance of audiologists, hearing aid acousticians and engineers.

WHO MAY RECEIVE A HEARING AID?

- Persons under age 12 who have a hearing impairment that may compromise their speech and language development.
- Persons age 12 to 18 inclusive who have an average hearing loss of at least 25 decibels in one ear.
- Persons age 19 and over who have an average hearing loss of at least 25 decibels in one ear and who are **pursuing studies** leading to a diploma, certificate or attestation **recognized** by the Minister of Education.
- Persons of any age who have an average hearing loss of at least 35 decibels in their better ear.

- Persons of any age who, in addition to a hearing loss, have other functional limitations that hamper their integration into society, the school environment or the workplace.

WHAT IS AN ASSISTIVE LISTENING DEVICE?

An assistive listening device is a device that compensates for a hearing impairment. Examples of assistive listening devices are decoders, teletypewriters, telephone amplifiers, adapted alarm clocks, and ring detectors.

WHO MAY RECEIVE AN ASSISTIVE LISTENING DEVICE?

Persons with severe hearing impairments or major auditory discrimination problems may, under certain conditions, be eligible for an assistive listening device if such a device is essential for their education, their family life, their safety or their integration into the school environment or the workplace, or is necessary for them to live independently at home.

PURCHASE AND REPLACEMENT

Under the program's eligibility requirements, persons of any age are generally covered for the cost of purchasing and replacing a hearing aid. They are also covered for the cost of purchasing and replacing an assistive listening device if they are eligible to receive this type of device.

Persons under age 19 and visually impaired persons may, in certain cases, receive a second hearing aid (binaural aid). This also applies to persons age 19 and over for whom improved hearing is essential to pursue recognized studies or to hold paid employment or employment providing them with a benefit, including self-employed persons, workers benefiting from support for workplace integration and job retention, and trainees developing employability skills.

Criteria for the replacement of a hearing device

The replacement of a hearing device must be justified by one of the following situations:

- the person's degree of hearing loss or physical condition has changed sufficiently to render the device ineffective;
- the person's ability to operate the controls has diminished to the point where it is impossible for the person to use the device;
- the device has worn out prematurely because of excess perspiration acidity, excess toxic vapours or excess dust pollution;
- the device is damaged accidentally;
- **during the first six years of use**, the cost of a single repair exceeds 70% of the original purchase cost;
- **after six years of use**, the sum of the repair costs incurred from the seventh year exceeds 60% of the original purchase cost;
- **after six years**, the device no longer operates in normal conditions.

IMPORTANT

The cost of replacing a hearing device that has been lost, stolen, destroyed or used negligently must be paid by the user. This cost may be covered by private supplemental insurance. For information, contact your insurer.

REPAIR

General speaking, persons eligible for the program are covered for the cost of repairing a hearing device, on the condition that, at the time of repair, they fulfill the requirements for receiving the device.

If they own their hearing device (it was not paid for by the Régie), they are covered for the cost of repairs if the device is covered in accordance with the hearing devices regulation.

IMPORTANT

Hearing aids are guaranteed for at least two years, and assistive listening devices for at least one year. For details, consult your hearing aid acoustician or your distributor of assistive listening devices. Repairs made necessary by negligent or improper use are not covered under the program.

Batteries and servicing

The price paid by the Régie for the purchase or replacement of a hearing device includes batteries. The cost of replacement batteries, however, must be paid by the user.

The cost of servicing the hearing device, which includes cleaning, checking and testing, must also be paid by the user.

Your Health Insurance Card is valid until the end of the month in which it expires. **It's up to you to check the expiry date.**

YOU BELIEVE YOU HAVE A HEARING PROBLEM?

HERE IS WHAT TO DO:

First, consult an ear, nose and throat specialist or an audiologist, who will carry out a specific evaluation of your problem to determine whether you need a hearing device or whether another solution would be more appropriate. As these professionals are familiar with the Hearing Devices Program, they are also able to provide you with information and guidance.

Ear, nose and throat specialists are listed in the telephone directory under "Physicians & Surgeons" / "Médecins & chirurgiens" or under "Clinics-Medical" / "Cliniques médicales".

To obtain the services of an audiologist, contact your hospital, CLSC or hearing impairment rehabilitation centre. The services of an audiologist are free when rendered at a hospital, CLSC or hearing impairment rehabilitation centre, but not when rendered in a private office.

Remember...

If you change your address, **call us** and let us know!

YOU NEED A HEARING DEVICE AND YOU ARE ELIGIBLE FOR THE PROGRAM?

HERE IS WHAT TO DO:

1. Consult an **ear, nose and throat specialist** to obtain a medical certificate attesting that you have a permanent hearing loss and stating the indications and contraindications of a hearing device.
2. Have the **ear, nose and throat specialist** or an **audiologist** provide you with an audiogram (an evaluation of your degree of hearing loss) and an attestation to the effect that you need a hearing device. See the table entitled “Required documents.”
3. To obtain a hearing aid, consult a **hearing aid acoustician** and be sure to take the necessary documents* with you. Hearing aid acousticians are listed in the telephone directory under “Hearing Aid Acousticians” / “Audioprothésistes”.
4. To obtain an assistive listening device, consult a **distributor of assistive listening devices** and be sure to take the necessary documents* with you. Your audiologist, hearing aid acoustician or hearing impairment rehabilitation centre can provide you with a list of the distributors in your area.

Please note that you don't pay anything for insured services, because the hearing aid acoustician and the distributor of assisted listening devices are paid directly by the Régie de l'assurance maladie du Québec.

* Provided by an ear, nose and throat specialist or by an audiologist.

Required documents

Eligibility for certain devices is subject to special conditions, such as the person's age, his/her student or worker status, or an evaluation of the person's needs and of his/her ability to use the device in question.

AGE GROUP	TYPE OF HEARING DEVICE	Medical certificate	Audiogram	Attestation of a need for a HA	Recommendation ALD
0-5	HA	ENT	-	Audiologist	-
	ALD	ENT	-	-	Audiologist
6-11	HA	ENT	-	Audiologist	-
	ALD	ENT	Audiologist	-	Audiologist
12-18	HA	ENT	ENT or Audiologist	ENT or Audiologist	-
	ALD	ENT	Audiologist	-	Audiologist
19-74 (see the note below)	HA	ENT	ENT or Audiologist	ENT or Audiologist	-
	ALD	ENT	Audiologist	-	Audiologist
75 and over	HA	ENT	Audiologist	Audiologist	-
	ALD	ENT	Audiologist	-	Audiologist

HA: hearing aid
ALD: assistive listening device
ENT: ear, nose and throat specialist

Note: To benefit from this program as a student or a worker, you must submit, in addition to the documents indicated in the above table, an attestation that you are pursuing recognized studies or that you hold paid employment or employment providing you with a benefit, including as a self-employed person, a worker benefiting from support for workplace integration and job retention or a trainee developing employability skills.

FOR MORE INFORMATION

We invite you to visit our website.

www.ramq.gouv.qc.ca

You can also obtain information by telephone or at one of our offices.

Québec

1125, Grande Allée Ouest
418 646-4636

Montréal

425, boul. De Maisonneuve Ouest, 3rd floor
514 864-3411

Elsewhere in Québec

1 800 561-9749

By TTD

(telecommunication device for the deaf)

418 682-3939 (Québec)
1 800 361-3939 (elsewhere in Québec)

Our mailing address

Régie de l'assurance maladie du Québec
PO Box 6600
Québec (Québec) G1K 7T3

Our office hours

Mondays, Tuesdays, Thursdays
and Fridays: from 8:30 a.m. to 4:30 p.m.
Wednesdays: from 10:00 a.m. to 4:30 p.m.

Outside the above hours, you can use the telephone numbers for our offices to access an automated telephone information system.

Ce document est aussi disponible en français.

Direction des communications
November 2006



Moving?
Be sure to let us know.

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