# Vocational Rehabilitation Standards for Providers Manual Chapter 6: Hearing Aids and Related Accessories

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## 6.8 Outcomes Required for Payment

For the contractor to receive payment, the contractor must do the following:

* Provide new hearing aid(s) and accessories as specified on a SA at the rate established in 6.6 Methodology for Payment (used or refurbished aids may not be used to meet this requirement);
* Deliver the products to the specified address on the date and time mutually agreed upon by the VR counselor, customer, and contractor within 30 days of receipt of a correct and accurate SA or notify the VR staff member listed on the SA of the estimated delivery date upon receipt of the SA;
* Deliver the products in an assembled and fully functional state, including adaptations or fabrication of parts (parts and labor) necessary to meet the described individual needs of the customer; and
* Provide a warranty as described in 6.5: Warranty

The contractor must submit an invoice for payment that must comply with the requirements explained in Chapter 3: Basic Standards and must include the warranty coverage date or warranty expiration date.

The date when the customer receives the hearing aid, as noted on the VR3105E, Hearing Aid Fitting and Post-Fitting Report, will be the date used for the 30-day return policy.