# PART C, CHAPTER 5.2.f: HEARING AIDS

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| **Policy Number** | **Authority** | **Scope** | **Effective Date** |
| Part C, Chapter 5.2.f | 34 CFR [§361.5(c)(39)](https://www.ecfr.gov/current/title-34/part-361#p-361.5(c)(39)), [§361.48(b)(5)](https://www.ecfr.gov/current/title-34/part-361#p-361.48(b)(5)), and TWC Rule [§856.43](https://texreg.sos.state.tx.us/public/readtac$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=40&pt=20&ch=856&rl=43) 21 CFR §801, §874.3300, §874.3305, Texas Occupations Code Title 3 Subtitle G, Chapter 402, and Texas Insurance Code Title 8, Subtitle E, Chapter 1367. | All TWC-VR staff | 2/10/2025 |

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### I. After Hearing Aid Purchase

The hearing aid dispenser must complete the Initial Fitting Acknowledgements section on *Hearing Aid Fitting and Post-Fitting Report (VR3105E)* and submit the report to TWC-VR immediately upon receipt of the customer’s signature, which indicates receipt of the hearing aids.

#### Post-Fitting Appointment Requirements:

* This appointment should ideally be scheduled during the initial fitting.
* If an appointment cannot be scheduled at the initial fitting or within 14 days, the hearing aid dispenser must notify TWC-VR staff.
* The customer must attend a post-fitting appointment within 14-30 days after their initial hearing aid fitting.
* If the customer misses their appointment, TWC-VR staff must contact the customer before the 30-day trial period ends to confirm satisfaction with the hearing aids.

When the hearing aids are returned within the 30-day trial period, the original service charge covers any services for the replacement hearing aids.

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**REVIEW**

The Policy Planning and Statewide Initiatives Team, or designee, is responsible for reviewing this policy and these procedures and will update the Document History log if necessary.

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| **Date** | **Type** | **Change Description** |
| 9/3/2024 | New | VRSM Policy and Procedure Rewrite |
| 2/10/2025 | Revised | Aligned wording to clarify when the post fitting is completed after receiving hearing aids. |