

Hearing Devices Program

The Hearing Devices Program is intended for persons insured under the Health Insurance Plan who have a hearing deficiency.

The program covers the cost of purchasing, repairing and replacing hearing aids and assistive listening devices for eligible persons.



To benefit from the program, you must:

1. Consult an ear, nose and throat (ENT) specialist to obtain a medical certificate attesting to your hearing deficiency and its permanent nature. The certificate must also state the indications and contraindications for a hearing device.
2. Consult an audiologist (to have your degree of hearing loss evaluated by means of an audiogram) and obtain an attestation confirming that you need a hearing aid and assistive listening devices. In addition to your degree of hearing loss, the audiologist will take into account your other needs. For example, if you are a student or are working, the audiologist will take that fact into consideration.

To take an audiogram and obtain the required attestation, adults under age 65 may, if they wish, consult an ENT specialist.

Then...

To obtain a **hearing aid**, you must consult a hearing aid acoustician and provide him/her with your medical certificate, the results of your audiogram and the attestation from the audiologist or ENT specialist. The hearing aid acoustician will provide you with the hearing aid you need.

To obtain **assistive listening devices**, you must go to an assistive listening devices distributor with your medical certificate, the results of your audiogram and the attestation from the audiologist.

The distributor will provide you with devices such as a telephone amplifier, a doorbell or telephone ring detector, or an adapted alarm clock.

The list of recognized facilities specialized in assistive listening devices and the list of hearing-aid specialists are available on our website:



www.ramq.gouv.qc.ca > Citizens > Aid programs
> Hearing aids > Useful links >
[Recognized facilities specialized in assistive listening devices](#) or
[List of hearing-aid specialists](#)

Servicing, repairs and replacement

When you receive a hearing device, the distributor or hearing aid acoustician informs you of your responsibilities regarding servicing of the device.

Hearing aids are guaranteed for at least two years, assistive listening devices for at least one year. Thereafter, the Régie covers the cost of repairs if you continue to fulfill the conditions for allocating the device.

The Régie will defray the replacement cost in the following situations:

- your hearing deficiency or physical condition has changed;
- your hearing devices are accidentally damaged;
- they have deteriorated prematurely, for example because of excess perspiration acidity;
- the cost of a single repair exceeds 70% of the purchase price (during the first six years of use);
- the total cost of repairs made to the device exceeds, from the seventh year onwards, 60% of the purchase cost, or the device no longer operates under normal conditions.

Please note that if your hearing devices need to be repaired or replaced because they were used negligently, were lost or were stolen, the Régie does not pay the repair or replacement costs. It is recommended that you check to see whether your insurance covers such risks.

Remember...

When you benefit from the Hearing Devices Program, you **don't pay anything** for insured services. Hearing aid acousticians and assistive listening device distributors, who inform you about these services, are paid by the Régie de l'assurance maladie du Québec.

FOR FURTHER INFORMATION

We invite you to consult our website.

www.ramq.gouv.qc.ca

You can also obtain information by telephone.

In Québec: 418 646-4636

In Montréal: 514 864-3411

Elsewhere in Québec: 1 800 561-9749

Our mailing address

Régie de l'assurance maladie du Québec

PO Box 6600

Québec (Québec) G1K 7T3

Our office hours

Monday, Tuesday, Thursday and Friday: 8:30 a.m. to 4:30 p.m.

Wednesday: 10:00 a.m. to 4:30 p.m.

Outside our office hours, the above telephone numbers give you access to an automated information system.