

# Alberta Aids to Daily Living

## Bulletin #129

### Q&A summary and session recording AADL recycle program

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The Alberta Aids to Daily Living (AADL) recycle program is moving to a more efficient recycle model. This will result in process changes for authorizers. Please refer to Bulletins #118 and #120 (revised) for more information.

Information sessions on the new recycle program were held on November 23, 24 and 30. Questions and answers (Q&As) captured from those sessions and a link to the session recordings are below. Please refer to Bulletin #125 for Q&As from Session #1 (overview of the recycle program).

#### Links to session recordings

- [November 24, 2021 session](#)
- [November 30, 2021 session](#)

#### Q&As

##### Timelines

##### **When do we need to stop sending faxed authorizations?**

January 4, 2022. Authorizations faxed after January 4 may be returned to you.

***CORRECTION FROM PRESENTATION:*** Authorizations for everything in Phase 5 (wheelchairs, beds, lifts, pediatric recycle and seating) are for the type of product. Authorizers still need to notify the vendor and order the specifics. When a vendor makes a claim from that authorization, they specify all of the catalog numbers on their invoice. This is not just for wheelchairs as mentioned in the presentation, but all products in this phase.

##### Blackout

**Are you saying for the entire month of January, we cannot assist any clients requiring wheelchairs? That we cannot continue with the old process or it will be returned to us, and we still don't have access to the new process?**

Assessors and authorizers can continue to do assessments and trials with preferred vendors. We will also begin using the generic specification form immediately, and you can request a

search prior to January 31. While there may be some delays in January, this is a necessary step as part of the larger transition.

**Does the blackout apply to all equipment except palliative? Does it include benchmark and medical/surgical?**

The blackout applies to all equipment being transferred with the phase, which includes wheelchairs, lifts and accessories, beds and accessories, pediatric recycle and seating. It does not affect benchmark or medical/surgical. See below for palliative.

**Can we fax 1250 forms until January 16?**

No. 1250 forms will be accepted until January 4. After that date, forms may be returned to authorizers if they cannot be processed before the blackout. If a form is returned, authorizers will need to enter it through the Alberta Blue Cross online health portal starting on January 31, 2022.

**What do you mean by seating will be on blackout? Does that mean cushions?**

Yes, seating is also transitioning with this phase.

**Palliative**

**How do we assist palliative clients during the blackout?**

AADL will continue to process palliative orders manually through the blackout. Continue to fax your 1250 and 1251 forms to AADL **for palliative only** and ensure the forms are marked "palliative." Authorizers can contact the manager for follow-up.

**Generic Specification Form**

**Where can we find the generic specification forms?**

All forms can be found on the Alberta Blue Cross website.

**Will forms be available online as fillable forms or will they need to be printed and filled manually?**

The forms are digital pdfs that will be fillable online and available on the Alberta Blue Cross website.

**Does the generic specification form only apply to recycle requests?**

Yes, this is the first step after assessment. After the recycle has been checked, and if no equipment is available, then the authorizer, client and preferred vendor complete the order.

**If I know what seat-to-floor height ranges I want, but not the caster and rear wheel configuration. Can I state that on the form instead?**

Authorizers can indicate any specific requests in the comments section and leave other sections blank, or they can check all sections.

**Is there a process for adding dump to a chair/rear seat-to-floor height?**

Authorizers can make special requests in the comments section of the form.

**How do authorizers indicate omissions or specific setup?**

Specific requests can be made in the comments section.

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**Will all communication be encrypted?**

Emails or other communication that include personal or health information must be encrypted, or can be faxed.

**What about authorizers using non-AHS emails? Could they send an encrypted PDF via email to Eco Medical?**

If authorizers are able to send encrypted emails, Eco Medical will be able to reply using an encrypted format. Eco Medical is currently looking at further encryption options and more information on that will be coming in future bulletins.

**How does Eco Medical communicate with therapists if there is a wheelchair that matches in recycle – through fax, encrypted email or phone?**

Eco Medical will reply using the same format with which it received the communication from therapists.

**Can authorizers have more than one chair shipped to them from recycle when requesting a trial chair from Eco Medical?**

No. Multiple chairs should not be required based on an assessment.

**I am an assessor only with an authorizer at a different facility. Am I still able to trial a generic chair or would the authorizer need to submit the request to Alberta Blue Cross first?**

Assessors can use the generic specification form to request a search of recycle, complete the assessment and follow up. The authorizer must oversee the process and submit the authorization to Alberta Blue Cross once it is determined what category is needed and if it is coming through recycle.

**Will Eco Medical Edmonton and Eco Medical Calgary share the pool of equipment or will they only check the nearest Eco Medical location for an appropriate recycle match?**

Generally, they will not be checking both locations. However, in some cases they may expand the search if needed.

**If a specific make or model will not work for a client, do we specify this on the generic specification form? If I need the configuration of a different brand, would I be able to refuse or select that specific brand?**

Comparable substitutes will be accepted where appropriate. Authorizers will need prior approval from AADL to justify a request to refuse a specific piece of equipment.

**Who should authorizers contact to provide rationale if they believe the recycle choices would not work for their clients?**

Please contact Mobility and Equipment Program Manager [Jennifer Mabugat Chan](#).

## **Options**

### **What about angle adjustable footplates?**

Angle adjustable footplates should only be ordered if clinically required by the client.

### **Is there a grid included that indicates what ranges of height go with each tire and castor?**

No, authorizers can refer to the manufacturer's specs or if the size does not matter, leave the section blank.

### **AADL removed the need to clinically justify angle adjustable back canes years ago. Is that policy changing?**

AADL does not require clinical justification, but authorizers are expected to only order what the client needs. This applies to recycle as well. When ordering new, authorizers can request this option as it does make our chairs more adaptable.

### **Which options do I check off if ordering new?**

When ordering new, authorizers can order an adjustable axle plate, which is a free option and makes our chairs more adaptable. However, if the client does not need it, the plate should not be ordered. Authorizers can also check off the angle adjustable back canes on new orders, which makes chairs more adaptable though is not free.

### **If "close" options to the specs you provided are offered, who decides if the client gets that chair for trial? Can authorizers refuse the recycle at that time if clinically justified?**

The recycle vendor will match the size and options requested. As per AADL policy, comparable substitutes will be considered and accepted where appropriate. Any refusals of recycle equipment will require prior approval from AADL.

### **What if we specifically don't want something like wrap around armrests?**

Please make any special requests, including what is not wanted, in the comments section.

### **If angle adjustable back canes are not ordered, but in two years the client needs to go to a seating clinic, is a change form needed?**

Change forms are no longer required. When ordering through recycle, request what the client needs or is likely to need in the near future. If the client's condition changes, then a QFR will be justified and approved. When ordering new, AADL allows the ordering of adjustable back canes because, although they are an added expense, they make chairs more adaptable.

### **Does the form indicate the option to select a horizontal adjustable axle plate if this feature is necessary for our client?**

Yes, this option is available, but only if necessary for clients. Do not request horizontal adjustable axle plates for recycled chairs unless justified. It is a free option when ordering new, but not for recycle.

## **Eligibility**

### **The eligibility form for category A does not include angle adjustable back canes. How do we justify them?**

AADL does not require justification, but authorizers have an obligation to only order what a client needs.

**Does the client need to sign the wheelchair eligibility summary for all categories of wheelchairs?**

No, only the eligibility summary for grant wheelchairs requires a client signature.

**Do we still have to make sure the client's weight is stable (minimum 90 days) when going through recycle?**

Yes, the client's weight and condition must be stable to order anything through AADL, new or recycle.

**Do assessors have access to Alberta Blue Cross to check their AADL equipment history? If not, does the IVR system still work?**

Assessors do not have access to the Alberta Blue Cross online health portal. The IVR system will be going off line in March. We do not recommend using the IVR system after January 31, 2022 as it will no longer have accurate information.

**Cushions/Seating**

**Will cushions still be processed via form 1250 or are they migrating onto Alberta Blue Cross following the blackout too?**

Cushions and all seating are also transitioning with this phase.

**Will seating clinics and level A seating equipment be changing?**

Yes, seating is transitioning to Alberta Blue Cross for all authorizations and claims on January 31, 2022 and will be affected by the blackout. As of Jan 16, 2022, e-business will be off-line.

**When we ask for trial wheelchairs, we are choosing low seat-to-floor heights to accommodate a cushion. If we are getting the trial wheelchair through Eco Medical, will we have to arrange a cushion trial through someone else or is Eco Medical dropping off cushions for us to try?**

You can arrange for a cushion trial with the preferred vendor to line up with the recycle chair delivery. If Eco Medical is the preferred vendor, they can do both.

**If the client has not been able to trial cushions, how are we able to calculate for cushion height? There is a large range of cushion types that have different heights, which could drastically change seat to floor height. Without being able to request a seat-to-floor range, there is a large room for error.**

We recommend that authorizers make accommodations for the cushion when determining STF height. If it needs to be adjusted after, Eco Medical can make the adjustments. If the chair doesn't work, then it can be exchanged.

**For pediatric clients needing level B or C seating, it is going to be challenging to trial a frame if Eco Medical recycle program will not set up any seating in a chair for trial. Typically, we see a child in a frame with some kind of seating (even if it's not the perfect seating) so we can see how well the frame works, then refer to a seating clinic to assess**

**and order the seating. Is another vendor then expected to set up seating on a recycle chair so we can trial it properly, even though the actual order for level B or C seating will be done at a later time through the seating clinic?**

If seating is required for the assessment of the client, then you can coordinate that with the preferred vendor. If Eco Medical is the preferred vendor, they can do both.

**Do seating components on recycle wheelchairs installed for trial need to be done by Eco Medical, or can we use other preferred vendors?**

Like cushions, seating component installs can be coordinated with the preferred vendor. If Eco Medical is the preferred vendor, they can do both.

**At this time, our seating clinic waitlist for new assessments is greater than 90 days. If the wheelchair has been delivered to our clinic, and the client cannot use the wheelchair until after they have been assessed for seating and it has been fabricated, does the client automatically have to keep the chair since it is past the 90 day period?**

If the chair is being delivered to a seating clinic and will be assessed there, the 90 days does not begin until it is delivered. We recommend authorizers arrange with the recycle vendor to deliver it right before the client's appointment. If the client already has the chair and needs adjustments at seating, then AADL will work with the seating clinic and extend the 90 days if necessary.

## **Recycle In**

**Which wheelchairs (category A, B or C) are recycled in and to which vendor – Eco Medical or vendor of choice?**

All recycle equipment (all wheelchairs, lifts, beds and pediatric recycle) is returned to the recycle vendor – Eco Medical.

**For rural areas, do the chairs need to be brought to the clinic for pick up?**

Eco Medical will pick up chairs at a requested location, including the client's home.

**When sending wheelchairs back to recycle via courier, do we need to do anything specific to the wheelchair (i.e., secure footrests) or just send as is?**

If being sent by a courier service, please secure all parts so they do not get separated or lost. Parts can be placed in a box, wrapped, taped or zip tied.

**I have a couple of AADL chairs that don't have names or personal health numbers on them. How do I find that information?**

Until January 31, 2022, authorizers can contact AADL with the serial number and we can look it up. After the end of January, Alberta Blue Cross will be able to access that information. Chairs must still be returned to the recycle vendor even without this information if it is not available.

**What do clients do with their category B and C chairs when they are no longer needed?**

All AADL-owned recycled equipment should be returned to the recycle vendor as they are government property.

**Why are category B and C chairs returned to AADL if they are not recycled? Where do they go?**

They are government property and must be returned. Currently, there are not many recyclable category B and C chairs in inventory so they are not part of the process. If inventory amounts change, this may be reassessed. Category B chairs may potentially be used for category A requests as well.

**Recycle Out**

**Will the recycled wheelchairs arrive constructed or will they arrive in boxes and need to be assembled?**

They may arrive in boxes, but will be fully assembled and set up as per the authorizer's specifications.

**Is there a timeline for delivery of a recycled wheelchair?**

Eco Medical will deliver the recycled equipment to the client within 10 business days of receiving the client's share of the cost. If that is delayed for any reason, Eco Medical will notify the authorizer.

**Will Eco Medical deliver to a client's home, and will an Eco Medical representative be available for a trial assessment session?**

Eco Medical will deliver wherever you would like – home, facility, rehab department, home care office or seating clinic.

**Does Eco Medical notify the therapist when the recycled equipment has been dropped off at the client's home?**

Yes, you can arrange with Eco Medical if you would like a later date as well.

**How is cost-sharing determined? If the client is getting a recycled chair, will it be refurbished? Will Eco Medical keep a record and submit a claim afterward?**

Eco Medical will collect the cost-share prior to delivering the chair, to enable them to refurbish it. If the client keeps it, they will not have to try to collect after the fact. All vendors can do a predetermination on the Alberta Blue Cross Online Health Portal to determine the exact amount owing on the cost-share.

**Vendors say parts are not available for recycled wheelchairs made by certain manufacturers. Is Eco Medical any different?**

Eco Medical has the advantage of being able to refurbish chairs with recycled parts. Ordering parts is less likely to be an issue.

**Are tilt-in-space manual wheelchairs, including backrest and headrest, coming through recycle? If so, are the backrest/headrest being recycled also? If yes, has infection prevention control been undertaken?**

We are currently investigating this with IPC consultants. In the meantime, they will be new.



## **Pediatric Recycle**

**For a pediatric standing frame, are we providing measurements and will it come pre-adjusted?**

Provide as much information as possible and Eco Medical will set up as per the instructions.

**What if a therapist needs to trial the pediatric standing frames first? Would that trial equipment come from the recycle pool as well?**

Yes, following the same process as for wheelchairs. If it works, the client can keep it.

**Will any consideration of funding be given for standing frames for (younger) adult clients with diagnoses such as muscular dystrophy or cerebral palsy?**

Not at this time.

**Will the recycle inventory include standers that are no longer on the approved product list (e.g., Buffalo standers that are no longer available)?**

If the equipment is still in good condition, it is generally kept for parts or for use in particular circumstances.

## **90-Day Satisfaction**

**What type of adjustments/changes can be made to a recycle wheelchair within 90 days?**

Anything that can be done to make the chair work for the client, makes sense and is cost-effective can be completed. If not, then it may be worth looking for something else in recycle.

**If the therapist has 90 days to make adjustments with the recycle vendor, does the recycle vendor actually go out and make physical changes to the chair? Whose responsibility is it to change casters or wheels, for example, if the original estimated seat to floor height doesn't work for the client?**

If the therapist, assistant or other is available and competent, they can make adjustments. Otherwise, Eco Medical will take the chair back and make the adjustments.

**If a recycle chair doesn't work for the client, what is the process for returning the chair to recycle within the 90-day window?**

Contact Eco Medical, and arrange for pick up and request a different chair.

**What if the client is being seen by a seating clinic and the wait time is more than 90 days?**

Seating clinics require authorizers to have the chair ordered before booking an appointment with them. Ordering a chair through recycle will be faster, allowing clients to be put on the waitlist and get into the seating clinic sooner. If something needs to be changed after a client goes to the seating clinic, contact AADL and we can adjust the 90-day period.

**Will Eco Medical pick up the chair and take it back to make changes?**

Yes.

**How do we communicate with Eco Medical if we need them to come out and make adjustments to the chair?**



Authorizers can email, call, fax – whatever works best for them. Email is beneficial as it creates documentation. However, if personal information is involved, authorizers may need to include a phone call for personal information unless the email is encrypted. More information on contacting Eco Medical will come in future bulletins.

**What if it takes more than 90 days to get parts to make a chair work? Shipping has been terribly slow!**

Eco Medical has the advantage of being able to use recycled parts to complete requests. However, if parts need to be ordered and shipping is an issue (as it is globally), the 90-day window may be adjusted.

**If the recycled wheelchair is paid for prior to receiving it and does not work, how does the client's money get returned?**

It can go towards the next chair or will be refunded by Eco Medical.

**If the first trial doesn't work and the client is reimbursed, how does the vendor get paid for that work?**

The recycle vendor can claim for an assessment chair.

**Internal Transfers**

**For internal transfers, the document includes information for two clients - client name, personal health number and date of birth. We cannot hold this form as the chart would contain information about another client. Does this form need to be retained after being submitted?**

Authorizers can keep the authorization form for their records and not retain the generic specification form. If the generic specification form must be kept, do not include the previous client's info and call Eco Medical to provide the information as they require it for Alberta Blue Cross claims.

**Why is the previous client's information needed for internal transfers?**

AADL needs the information to remove the equipment record from the previous client's record and to properly track the equipment. It is also required for Eco Medical to submit a claim for an internal transfer.

**If a recycled wheelchair is returned to our homecare office, can the chair be kept as a permanent loaner in some cases (such as very old chairs)?**

Authorizers can contact AADL to request a donation although AADL no longer has permanent loaners. Note that authorizers would be responsible for any repairs.

**Lifts**

**How is recycle checked for lifts?**

Fax the generic specification form for large equipment to Eco Medical.

**Are slings part of this process?**

Yes, slings are transitioning to Alberta Blue Cross as well, but they are not a recyclable item so they will come from the preferred vendor.

**Will Eco Medical provide a trial sling if you need to trial a recycled lift?**

Yes, if Eco Medical is the preferred vendor.

**Can you clarify the process to authorize a recycle overhead lift? In the past, the vendor provided a portable track to trial the lift/slings. Clients typically don't proceed with installing tracking until the lift is trialed and they are satisfied. How would this work if we are proceeding through the recycle pool and we must indicate the tracking is in place?**

**Will Eco Medical provide portable tracking for the trial of a recycle lift?**

Overhead lifts are rarely trialed; usually a floor lift is tried and, if it does not work, a ceiling lift is needed. If a trial is required, this can be managed on an individual basis.

**Power Wheelchairs**

**What about power wheelchairs?**

Power wheelchairs can be assessed with the client's preferred vendor first, as is done currently. Under the new system, the application is uploaded with the authorization to Alberta Blue Cross and will be pending until reviewed by the AADL Mobility Manager. Authorizers will receive an email when a decision has been made and can check the authorization status on the Alberta Blue Cross Online Health Portal. AADL will continue to search the recycle pool first, and will notify the recycle vendor or preferred vendor.

**Do we use the current forms for power wheelchairs?**

There is a new application form for power wheelchairs, which is available on the Alberta Blue Cross website.

**If a client has received a power wheelchair, can they apply for the category A grant or just the category A wheelchair?**

Yes, they can apply for a grant, but would own the chair and be responsible for all repairs.

**Will a palliative client with significant mobility impairment be eligible for a power wheelchair?**

Yes, if the client meets all eligibility requirements.

**Authorizations**

**Can we specify brand when requesting a recycled lift?**

**Correction from presentation:** With all products in the Phase 5 transition (wheelchairs, lifts, beds, pediatric recycle and seating), an authorization is submitted for the type of equipment only (i.e. category A or B, category A high-weight, lift, bed, cushion, etc.). Authorizers still have to determine the specific make and model and order that from the vendor. The vendor will claim the specifics. Authorizers are still responsible for what is ordered and will need to verify in follow-up visits with clients.

**At what point during the assessment do we submit the Alberta Blue Cross authorization for a recycle vs. new chair?**

Authorizers can submit an authorization for a wheelchair once the assessment is complete, the category of chair the client requires is determined, the recycle inventory is searched (in the

cases of category A, HD or tilt) and it is determined if a recycled chair is available or a new chair is required.

**Do clients need to sign a client declaration form with each authorization? Does the eligibility form replace it?**

Authorizers can use the same client declaration form if one has already been signed, but these forms must be uploaded with every authorization. The corresponding eligibility summary form must also be uploaded.

**How long is a signed client declaration form valid?**

It is indefinite, unless the client specifies a timeline.

**For manual tilt-in-space wheelchair, do we still need to submit the tilt-in-space adult approval form?**

The tilt-in-space form has been discontinued. Please see Bulletin #99 for more information.

**What will the process for prior approval look like in January?**

Authorizers will submit authorizations to the Alberta Blue Cross Online Health Portal and if prior approval is required, the authorization will be placed into pending and the authorizer will receive an email when a decision is made. Decisions and results can be viewed on the Online Health Portal.

**For authorizations marked "pending" (i.e., prior approval items), how will we know when they are approved or denied? Are we contacted when it changes from pending to approved?**

Authorizers will receive an email that a decision has been made, and the information will be made available on the Alberta Blue Cross Online Health Portal.

**If we have to order a new wheelchair, do we have to submit the wheelchair specifics or will the vendor will do this? Do specs need to be sent to Alberta Blue Cross?**

Specifications are not submitted with the authorization. Authorizers are responsible for what is ordered and work with the vendor to determine necessary specs. The vendor is required to submit a breakdown of what was ordered when they submit a claim. Authorizations are not an order; they are a confirmation that the client requires a certain type of equipment and they are eligible for it.

**If the vendor submits the claim, not the authorizer, then I'm trusting the vendor to order the specs we discussed?**

Authorizers can still complete the specs, are responsible for what is ordered and can confirm the order with the follow-up visit.

**With wheelchairs, do you have to indicate what kind of user the client will be (e.g., occasional, part-time, full-time) as we did before or will that now be included with the cushion authorization?**

Authorizers are required to have a comprehensive assessment completed and retained on the client's file as well as meet policy requirements. The type of user is not part of the authorization.

## **What happens if Alberta Blue Cross has a different date of birth than Alberta Health Services?**

Alberta Blue Cross receives information directly from the Alberta Health Care Insurance Plan (AHCIP) and it is based on personal information provided by the client. If there is a discrepancy, the client must contact AHCIP. To be registered with AHCIP, the client provides documentation, including date of birth.

## **Authorizer Training**

### **Would you recommend that I wait for authorizer training or apply now?**

Applications for AADL authorizer training are accepted on an ongoing basis. People interested in the training should apply when eligible to be put on the wait list. Training will become available in January.

## **Parts and Repair**

### **What if the client requires an oxygen tank six months after receiving a recycle wheelchair? How do we go about that?**

The preferred vendor can submit a claim for parts and repairs.

### **Will parts changes still be allowed six months after receiving a wheelchair? Do those require authorizations or do they go through the recycle pool?**

Parts changes are completed by the preferred vendor and can be claimed through Alberta Blue Cross up to a maximum price point per year. Once that price point is reached, prior approval from AADL is required. The authorizer needs to make the request, but it does not require an authorization on the Alberta Blue Cross Online Health Portal.

### **Can maintenance on AADL wheelchairs still be completed by a vendor of choice?**

Yes.

## **Quantity and Frequency Review**

### **What is the new QFR process? Do you submit a QFR at the same time as you submit the authorization?**

Previously, authorizers submitted the QFR and waited for a response. Now, a QFR is considered a type of authorization. Authorizers submit them like an authorization, but choose the QFR option. It moves into pending, awaiting a decision from AADL. Authorizers will be notified via email that a decision has been made, and the authorization can be viewed on the Alberta Blue Cross Online Health Portal. If approved, it will be manually processed by Alberta Blue Cross. Another authorization will not be required and the order for the client can continue with the vendor.

## **Approved Product Lists**

### **When will the new wheelchair manual and approved product list be available?**

All forms and manuals are available now on the Alberta Blue Cross website, and will be posted to the AADL website at the end of January 2022.

**Grant wheelchairs currently have a six-year replacement window. Has that timeframe changed to five years?**

Yes.

**When does the new five-year replacement timeframe for wheelchairs come into effect? I have a client who received a category D chair in 2014, but according to the manual, he needs to receive an assessment from vendor to write-off the chair.**

The five-year cycle will take effect January 31, 2022. However, a wheelchair should not be replaced just because five years have elapsed. If the client's condition has changed or the equipment is no longer cost-effective to repair, then it can be replaced without a QFR.

**Does the five-year rule for wheelchairs apply to pediatrics?**

The quantity and frequency limit for all wheelchairs is one every five years. Replacement should be considered when the client's condition has changed or the chair is no longer cost-effective to repair.

**If a person had a category A wheelchair for over five years and the wheelchair is not in good condition, does it still need to be assessed by a vendor and then deemed not cost-effective to repair by AADL?**

Vendors can do repairs up to a set dollar amount per year. If repairs are more than that amount, they require prior approval from AADL if it is cost-effective to continue repairing it. However, wheelchairs should not be replaced just because five years have elapsed. If the client's condition has changed or the equipment is no longer cost-effective to repair, then it can be replaced without a QFR.

**How does grant eligibility work?**

If a client is eligible for a category A chair, but wants a B or C chair, they can apply for a category A grant. If a client is eligible for a category C and meet the eligibility for D, they can apply for the grant and order a wheelchair of their choice as long as it meets the criteria listed in the APL. In this case, the client is responsible for all repairs, owns the equipment and is not eligible for replacement for at least five years.

**What is the difference between heavy duty and high weight?**

Heavy duty is up to 350 lbs and high weight is more than 350 lbs.

**Do pediatric, category Band C, wheelchairs go through recycle first?**

No, category A and tilts go through recycle first.

**Under the old manual, an AADL-owned chair older than six years did not need a QFR, but still needed an assessment by a vendor to deem the chair not cost-effective to repair. Under the new manual (effective Jan 31, 2022), a wheelchair older than five years will not need a QFR, but will still need that same assessment by the vendor to be deemed not cost-effective to repair?**

A QFR will not be required after five years. However, a chair should not be replaced unless it is not cost-effective to do so.

**Is the SR45 still only quick-ship with limited specs?**

There has been no change to the SR45 tilt.

**Just to clarify, category B and C chairs are not going through recycle so we would proceed with trialing/ordering chairs through the preferred vendor? In Alberta Blue Cross, once we submit the authorization for the B or C chair with the eligibility form, does it go under review/pending or is it approved immediately (so long as they aren't over quantity, etc.)?**

Category B and C do not require prior approval; however, the client needs to meet eligibility requirements.

**Will AADL still be sending approval or denial letters for wheelchairs?**

No, you will receive instant results on the Alberta Blue Cross Online Health Portal and the authorizer will notify the client.

**Is Eco Medical the recycle vendor for lifts/all items as well as wheelchairs?**

Yes, Eco Medical is responsible for all recycled equipment.

**Do the links on the Alberta Blue Cross website go directly to the specs on each manufacturer's website? Who verifies and completes the specs?**

Authorizers can go directly to a manufacturer's website for spec forms. Either the vendor or the authorizer can complete the specs, but the authorizer is responsible for what is ordered.

**How long does the vendor have to submit a claim for a category B or C wheelchair following Alberta Blue Cross approval?**

The authorization stays active for five years with Alberta Blue Cross.

**General Questions**

**Do we have to use Eco Medical as a vendor to begin with recycle or non-recycle?**

Eco Medical handles all recycled equipment. Otherwise, equipment will come from the preferred vendor.

**What is the difference between the tilt-in-space and tilt-in-space base only?**

Tilt-in-space comes with a back and head rest. The base does not have a back or head rest and is used for clients requiring a seating clinic.

**Is fax the only way Eco Medical will advise therapists? I work in several assisted living buildings and hardly go to my AHS office. Can they leave voicemails for the therapist?**

Eco Medical and AADL are looking into encryption options for email. Voicemail may be an option, but if your request is not available, written documentation from recycle will be required and uploaded when ordering new.

**Will a new AADL contact list be available soon?**

A new contact list will be available on January 31, 2022. During this new process, please contact [Jennifer Bourret](#), [Jennifer Mabugat Chan](#), [Larry Oswald](#) or [Rick Fakeley](#).

**What do I do with a client who needs a wheelchair, but isn't stable?**

AADL requires a client's condition and weight to be stable for at least three months. Alternatives for unstable clients include lending programs, which are intended for short-term use, or renting equipment.

**Is there any discussion about moving away from faxing and perhaps moving toward online submissions?**

Yes, this discussion has been initiated.

**What is the boundary for Eco Medical Edmonton vs. Eco Medical Calgary?**

Any location parallel to Red Deer, including Red Deer, is considered north and covered by Eco Medical Edmonton. Eco Medical Calgary serves all location to the south.

**More information**

Jennifer Mabugat Chan, Mobility and Large Equipment Program Manager

T: 780-422-6567

E: [Jennifer.mabugatchan@gov.ab.ca](mailto:Jennifer.mabugatchan@gov.ab.ca)