

Alberta Aids to Daily Living

Bulletin #104

Information regarding the transition of AADL medical surgical and benchmark mobility authorizations and claims to Alberta Blue Cross

Alberta Aids to Daily Living (AADL) authorization and claim processing is being transferred to Alberta Blue Cross in a phased transition process.

By the end of June 2021, authorizations and claims for AADL medical surgical and benchmark mobility benefits will be processed through the Alberta Blue Cross Online Health Portal (OHP).

Medical surgical benefits include:

- Briefs, diapers and liners
- Catheter supplies
- Ostomy supplies
- Injection supplies
- Burn garments
- Compression garments (custom and ready made)
- Back and abdominal/inguinal hernia supports
- Breast prosthesis

Benchmark mobility benefits include:

- Walking aids
- Bathing and toileting aids (small and large)
- Mattress overlays, transfer aids and accessories
- Pediatric equipment – benchmark benefits only (bath and toileting supports, commodes, sitter/feeder seats)

What is staying the same?

- Alberta Health will continue to be responsible for the AADL program, including benefit eligibility criteria, funding levels, policy direction, governance and product selection. AADL will continue to review exception requests and appeals.
- Benefits and eligibility requirements will not be impacted by this change.

What is changing?

- In June 2021, Alberta Blue Cross will begin processing AADL claims and authorizations for medical surgical and benchmark mobility benefits.
- Service delivery will be improved. Using Alberta Blue Cross technology will streamline the authorization of benefits and submission of claims.

<https://www.alberta.ca/alberta-aids-to-daily-living.aspx>

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- Vendors will need to sign new agreements with AADL and Alberta Blue Cross.
- Once the transition is complete, providers will be able to check eligibility, determine the client's cost share status, create authorizations and submit claims via the OHP.

Provider agreements and registration

All providers (authorizers, specialty assessors, specialty suppliers and vendors) will need to register with Alberta Blue Cross for OHP access. Providers will be invited to register and will be provided with detailed instructions prior to the transition.

Vendors will need to sign new agreements with Alberta Health and Alberta Blue Cross. Details regarding the Alberta Blue Cross Health Provider Agreement, including the compliance verification review process, will be shared with vendors prior to implementation.

Medical surgical and benchmark mobility benefits

Authorizations will move to a web-based submission system (provider portal).

To submit authorizations, authorizers will need access to an internet-connected computer with web browser ability to upload clinical documents, a scanner and a printer.

Prior to completing the authorization, it is essential that authorizers are aware of the quantity and frequency limits of products as listed on the Approved Product List and relevant policy rules. Authorizers then need to review the client's product consumption on the patient inquiry screen and the authorization history report on the OHP to confirm eligibility.

Authorizers will be encouraged to register for OHP access in advance to prevent funding delays. Notification will be provided in subsequent bulletins.

Authorizations will require that a signed client declaration form be included with the authorization. Scanning equipment will be required to upload the documents.

Vendors will be able to view the client's authorization on the OHP and must confirm client eligibility for the equipment and supplies by checking the patient inquiry screen for consumption history prior to providing the benefit.

Vendors will submit claims through the OHP, which will calculate cost-share and upgrade costs in real time. Vendors will collect cost share when the client is picking up the equipment or supplies and be required to provide the client with a claim statement.

If a deposit or cost share portion is collected before the claim is submitted, vendors will be responsible to ensure the cost share collected matches the amount on the claim statement and refund or collect any difference.

Information sessions

Information sessions will be held for authorizers and vendors of medical surgical benefits and benchmark mobility benefits on the following dates:

Tuesday, April 13, 2021

10:00 a.m. - 12 p.m.

**Medical surgical and benchmark mobility
authorizer Q&A**

<https://albertabluecross.webex.com/albertabluecross/j.php?MTID=m74afe602795613e5df0ccc83817de0ee>

Meeting Number: 133 092 9382

Meeting Password: 38BgUX2gX4H

Tuesday April 13, 2021

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1:00 p.m. - 3:00 p.m.

Medical surgical vendor Q&A

<https://albertabluecross.webex.com/albertabluecross/j.php?MTID=mfe1012343c1ca82f70d2227e6f3e8fdb>

Meeting Number: 133 222 6211

Meeting Password: txSHdGS6B65

Wednesday, April 14, 2021

9:30 a.m. - 11:30 a.m.

Benchmark mobility vendor Q&A

<https://albertabluecross.webex.com/albertabluecross/j.php?MTID=m1450b3b02b5a23db2b3556020728b797>

Meeting Number: 133 347 8401

Meeting Password: n9WMMwTZm24

All information sessions will be recorded and made available for anyone unable to attend.

What are the next steps?

Provider agreements and instructions to register for portal access will be distributed in advance. Please ensure that your contact information with AADL is up-to-date.

A step-by-step provider guide and training videos will be available through Alberta Blue Cross and phone support will be available when the OHP goes live prior to the transition.