

Alberta Aids to Daily Living

Bulletin # 115

Blackout period

Prosthetic, orthotic, footwear and ocular prosthetic benefits

Transition of Alberta Aids to Daily Living (AADL) prosthetic, orthotic, footwear and ocular prosthetic authorizations and claims to Alberta Blue Cross

On October 4, 2021, Alberta Blue Cross will begin processing AADL authorizations and claims for prosthetic, orthotic, footwear and ocular prosthetic benefits.

Blackout period

From September 19 to October 3, 2021, authorizations, claims and quantity and frequency review (QFR) submissions will be on hold for prosthetic, orthotic, footwear and ocular prosthetic benefits. This blackout period is required to transfer authorization and claim data from AADL to Alberta Blue Cross.

September 18, 2021 (at 5:30 p.m.) will be the last day to submit authorizations, claims or quantity and frequency review submissions to AADL for these benefits. After this date, all submissions will need to be held until October 4 and then submitted through the Alberta Blue Cross online health portal.

If authorization is required urgently during the blackout period, for a palliative client or for immediate hospital discharge, providers may contact the AADL program manager for approval. AADL will provide confirmation in writing if a request is approved. Claims for these approved benefits can be entered in the online health portal after October 4, and AADL will work with Alberta Blue Cross to ensure they are paid.

The AADL system will still be available for benefits not yet transitioned to Alberta Blue Cross, including seating, wheelchairs and large recycle equipment.

August 23, 2021

Phase 4 Go Live

On October 4, 2021, vendors who have received login credentials from Alberta Blue Cross will be able to log into the online health portal and submit authorizations and claims for prosthetic, orthotic, footwear and ocular prosthetic benefits.

In order to receive login credentials, vendors will need to sign new vendor agreements, and submit direct deposit information to Alberta Blue Cross. Once these steps are complete, Alberta Blue Cross will send login credentials to the email address on file for the account. Vendors are encouraged to complete the process as early as possible to avoid access delays.

Claims held during the blackout period and claims rejected by the AADL system may be re-entered into the online health portal after October 4, 2021.

For any questions about registration, portal access, or authorization and claim submission in the online health portal, please contact Alberta Blue Cross directly:

Alberta Blue Cross Provider Support Centre:
1-888-828-8738
healthservicesAADLinquiries@ab.bluecross.ca

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