

Alberta Aids to Daily Living Bulletin #123

Demonstration sessions of the Alberta Blue Cross online health portal

Alberta Aids to Daily Living (AADL) authorization and claim processing is being transferred to Alberta Blue Cross in a phased transition process. Please read [Bulletin #121](#) for more information.

By the end of January 2022, authorizations and claims for AADL wheelchair, seating and large recycled equipment benefits will be processed through the Alberta Blue Cross online health portal.

Wheelchair, seating and large recycled equipment benefits include:

- Manual wheelchairs;
- Power wheelchairs;
- Seating and wheelchair accessories;
- Patient lifters, home care beds and accessories; and
- Pediatric recycled equipment.

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 January 2022, Alberta Blue Cross will begin processing AADL claims and authorizations for wheelchair, seating and large recycled equipment benefits.
- There will also be changes to the AADL recycle program. Please see Bulletins [#118](#) and [#120](#).
- Service delivery will be improved by using Alberta Blue Cross technology to streamline the authorization of benefits and submission of claims.
- 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 online health portal.

Demonstration sessions

Please join the appropriate session to see a demonstration of the Alberta Blue Cross online health portal.

Wheelchair, seating and large recycled equipment vendor Q&A with Alberta Blue Cross

Monday, November 15, 2021

10:00 a.m. to 11:00 a.m.

Meeting Number: 2453 148 2024

Meeting Password: VeKih5jAk22

To join this meeting from computers or mobile devices:

1. Go to
<https://albertabluecross.webex.com/albertabluecross/j.php?MTID=mb31d81c0f19612ef972026ed7e3fb383>
2. If prompted, enter your name and email address.
3. If prompted, enter the meeting password: VeKih5jAk22
4. Click "Join."
5. Follow the instructions that appear on your screen.

Wheelchair, seating and large recycled equipment authorizer Q&A with Alberta Blue Cross

Monday, November 15, 2021

1:30 p.m. to 2:30 p.m.

Meeting Number: 2461 636 3037

Meeting Password: AgMgyxdg452

To join this meeting from computers or mobile devices:

1. Go to
<https://albertabluecross.webex.com/albertabluecross/j.php?MTID=m19b5f96d0b00c9ea267662fdfff3ae6c>
2. If prompted, enter your name and email address.
3. If prompted, enter the meeting password: AgMgyxdg452
4. Click "Join."
5. Follow the instructions that appear on your screen.

Both demonstration sessions will be recorded and made available for anyone unable to attend.

Prior to the transition, a step-by-step provider guide and training videos will be available through Alberta Blue Cross, and phone support will be available when the online health portal goes live.

Provider agreements and registration

All providers (authorizers and vendors) will need to register with Alberta Blue Cross for online health portal access if they do not already have it. 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.

Authorization and claim submission blackout period

For a 10-day period prior to the transition date, AADL authorization and claim submissions will be on hold while program data is transferred to Alberta Blue Cross. All benefits provided before this blackout period must be claimed through e-business before the blackout period begins. Authorizations and claims that occur during the blackout period can be submitted through the Alberta Blue Cross online health portal system after the transition date. Additional details will be provided prior to the go-live date.

About Alberta Blue Cross

Alberta Blue Cross is Alberta's largest benefit provider and provides health and dental benefits to more than 1.8 million Albertans. As an Alberta-based, not-for-profit organization, Alberta Blue Cross has a unique legislative mandate to promote and support the health and wellness of Albertans. Since 1970, Alberta Blue Cross has worked closely with the Government of Alberta to administer supplementary health benefit programs for Albertans.

Out of date