

Alberta Aids to Daily Living

Bulletin # 130

Session recordings on wheelchair, seating and large recycle equipment and Q&A summary

Links to session recordings

[Wheelchair, seating and large equipment benefits - vendor demonstration](#)

December 13, 2021

[Wheelchair, seating and large equipment benefits - authorizer demonstration](#)

December 13, 2021

Q&A session – December 13, 2021

Which benefits are included in this transition phase?

This transition phase includes the following Alberta Aids to Daily Living (AADL) benefits: manual wheelchairs; power wheelchairs; seating and wheelchair accessories; patient lifters, home care beds and accessories; and pediatric recycle equipment.

All AADL wheelchair benefits are part of this transition, including category A, B, C, D and power wheelchairs.

If I'm already registered with Alberta Blue Cross as an AADL authorizer for medical/surgical and/or benchmark mobility benefits, will I need a different registration and log-in for this phase of benefits?

No. Authorizers previously registered for medical/surgical and benchmark mobility benefits with Alberta Blue Cross will not need to re-register or provide additional information. The same login ID and password can be used to submit authorizations for wheelchair, seating and/or recycle equipment benefits.

For more details, visit [Wheelchair, seating and recycle equipment providers](#).

Do you recommend using reports versus patient inquiry for past authorizations? How will we see older authorizations?

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To view a client's previous authorizations, refer to the reporting section of the Alberta Blue Cross online health portal. To view a client's information, their cost-share status and product consumption, refer to the patient inquiry screen of the Alberta Blue Cross online health portal.

Can you please clarify the quantity and frequency review (QFR) process? Once it is approved, do you have to submit a new authorization or does the QFR become the authorization?

All QFR requests must be submitted through the Alberta Blue Cross online health portal and must include supporting documentation. Authorizers have the option to include additional comments online. AADL will review the information, and once the request has been adjudicated, the authorizer will be notified through the portal. Approved QFRs will appear in the portal as authorizations.

When do you need to complete a repair/parts change vs. a QFR?

A QFR is required when an authorizer is requesting quantities above the maximums listed in the approved product list (e.g., one every five years). Repair and part change claims are completed by the vendor. The vendor must identify the authorizer on a parts change work order. If the repair is above AADL yearly maximums, the vendor submits a "prior approval parts change/repair" authorization and awaits AADL approval. If AADL denies the repair because it is not cost-effective, the authorizer may have to submit a QFR to replace the equipment if it is less than the maximum frequency.

What forms are we uploading for wheelchairs?

The forms are dependent on the authorization type being submitted. Authorizers can access the forms from the resources page of the Alberta Blue Cross online health portal. The client declaration form and the eligibility summary form for specific type of wheelchair are mandatory. If ordering new, notification from the recycle vendor that the equipment is not available in the recycle pool is also required.

Do we need to upload the client declaration form for each authorization?

A client declaration form is required for each authorization submitted. Authorizers can re-use the same client declaration form if the client has not requested an end-date for their consent.

What will be the process to obtain a wheelchair?

To access wheelchair benefits, authorizers first contact Eco Medical and check the recycle pool for a suitable product. If a match is found, the authorizer submits an authorization request through the Alberta Blue Cross online health portal for a recycle wheelchair. If a suitable wheelchair is not available through the recycle pool, the authorizer can submit an authorization request for a new wheelchair, along with the notification from the recycle vendor that no suitable wheelchair could be found. Please note that vendors will not be able to submit a claim with a date of service outside of the authorization effective and term dates.

[Please refer to Bulletin #125 for more details.](#)

What is the anniversary date?

The anniversary date is the first day of the current benefit period for the product (as well as any other in the same, shared frequency maximum set). This can be found in the product

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consumption report under the patient inquiry screen of the Alberta Blue Cross online health portal.

Will Eco Medical provide a document confirming that no suitable recycle inventory is available? Does the authorizer upload this document to the online health portal?

Yes, authorizers will get confirmation from Eco Medical that no suitable item exists in the recycle pool. Authorizers can then submit an authorization request for a new wheelchair and upload this confirmation on the online health portal.

Will authorizers be submitting requests for part changes?

Authorizers request parts changes with the preferred vendor, but do not complete an authorization. The vendor must identify the authorizer on the work order and the vendor submits the claim.

Who will complete the repairs?

AADL-approved vendors and specialty suppliers will continue to do repairs.

Do we need to complete authorizations for internal transfer wheelchairs that require changes to parts prior to being transferred? There are two parts to this process:

1. Authorizers submit an authorization for a recycle wheelchair on the online health portal for the new client.
2. Authorizers notify the recycle vendor via the generic specification form; the current client and the previous client's name, personal health number and date of birth are required for all internal transfers.

If repairs are required, they are done **after** the internal transfer is approved and is submitted by the client's preferred vendor as a repair or parts change. [Please refer to Bulletin #125 for more details.](#)

Which wheelchair repairs require AADL approval?

Prior approvals, repairs/part changes and QFRs require AADL approval. Vendors can do repairs up to a certain amount; when they need to go over that amount, they need to submit an authorization request to AADL. Refer to Policy Manual ZN: Recyclable Benefits: New Purchase and Repair for amounts.

For pediatric equipment, do we complete a QFR for changes due to growth?

Yes, QFRs are now required for changes due to growth. Refer to page 17 of Policy Manual K: Pediatric equipment for more information.

Does the online health portal link to ConnectCare?

There are no connections between the Alberta Blue Cross online health portal and external applications.