

Alberta Aids to Daily Living

Bulletin #121

Transition of wheelchair, seating and large recycled equipment authorizations and claims to Alberta Blue Cross

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

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.

Provider agreements and registration

- Vendors who already have billing agreements for AADL benefits with Alberta Blue Cross will receive notices reflecting their approved benefits moving over to the online health portal.
- Vendors who do not yet have a billing agreement for AADL benefits with Alberta Blue Cross will be invited to sign new agreements and register with Alberta Blue Cross prior to the transition.
- Vendors will receive details regarding the Alberta Blue Cross Health Provider Agreement, including the compliance verification review process, prior to implementation.

- Authorizers currently registered with Alberta Blue Cross will automatically gain access to their approved benefits through the online health portal. New authorizers will need to complete registration with Alberta Blue Cross after being approved by AADL.
- All providers (authorizers, specialty assessors, specialty suppliers and vendors) will need to register with Alberta Blue Cross for online health portal access, if they do not currently have access. Providers will be invited to register and will be provided with detailed registration instructions prior to the transition.

Wheelchair, seating and large recycled equipment benefits

Authorizations will move to a web-based submission system (also known as the online health portal).

To submit authorizations, authorizers will need access to an internet-connected computer and a web browser with the 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 online health portal to confirm eligibility.

Authorizers who do not already have access will be encouraged to register for online health portal access in advance to prevent funding delays. Notification of online health portal registration timelines will be provided in subsequent bulletins.

Authorizations will require that a signed client declaration form be included with the authorization. A scanner is required to upload the documents. Authorizers who do not have access to a scanner may take a photograph of the required forms/documents with a mobile device and upload it, provided the mobile device is approved by their organization to store and/or transmit health information.

Once the vendor is notified of an authorization by the authorizer, they will be able to view the client's authorization on the online health portal. The vendor must confirm the client's 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 online health portal, which will calculate cost-share and upgrade costs in real time. Vendors will collect the cost share when the client picks up the equipment or supplies and will 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. Vendors must also refund or collect any difference.

Information sessions with Alberta Blue Cross

Information sessions will be held for authorizers and vendors of wheelchair, seating and large recycled equipment on the following dates:

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

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.

Monday, November 15, 2021

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

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

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.

All information sessions will be recorded and made available in upcoming bulletins on the AADL website for anyone unable to attend.

What are the next steps?

Provider agreements and instructions on how to register for portal access will be distributed in advance. Please ensure that your contact information with AADL is up to date by emailing aadlaccess.admin@gov.ab.ca.

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.