

# Alberta Aids to Daily Living

## Bulletin #140

### AADL is moving!

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Alberta Aids to Daily Living (AADL) is moving its office next month. As of August 15, 2022, AADL's new address will be:

Alberta Aids to Daily Living  
Alberta Health  
ATB Place North, 11th floor  
10025 Jasper Ave NW,  
Edmonton, AB, T5J 1S6

Due to the move, AADL's fax services may be impacted from August 12 to August 17. AADL will still be available by telephone or email during this period. Information about service disruptions will be posted on the AADL Contact Us page here: [www.alberta.ca/aadl-contact.aspx](http://www.alberta.ca/aadl-contact.aspx)

## FAQ

### **Are any of the AADL phone numbers or fax numbers changing?**

All phone numbers and fax lines will remain the same.

### **Do I need to re-send any forms if I sent them to the old address after August 15?**

Any mail sent to the old address will be redirected to the new location. You do not need to re-send any mail.

### **Do I need to replace any forms that I have that include the old address?**

AADL forms will be updated with the new address, but if you have an older form, it will still be valid.

### **Can I still use pre-paid return envelopes to send in forms to AADL?**

Pre-paid return envelopes have been discontinued and the existing envelopes no longer have the correct address. If you still have pre-paid envelopes, you may cover the current address on the envelope and use the address above.

## **What if I urgently need to submit a document to AADL between August 12 and August 17?**

The fax service may be disrupted at some point during this time period, but we are working to ensure the transition is as seamless as possible.

If the matter is about cost-share exemption, you can contact AADL by telephone or email. To protect client privacy, please do not send forms or documents containing personal information by email.

For all other inquiries, please contact Alberta Blue Cross at the following:

For client inquiries, call 1-888-808-8678 or email [webmail@ab.bluecross.ca](mailto:webmail@ab.bluecross.ca).

For provider inquiries, call 1-888-828-8738 or email [healthservicesAADLinquiries@ab.bluecross.ca](mailto:healthservicesAADLinquiries@ab.bluecross.ca).

## **Should I use the new address now?**

You may continue to use the current address until after the move is complete on August 15.

## **More information**

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