

Alberta Aids to Daily Living

Bulletin # 124

Invitation to demonstration sessions, Q&A summary and session recordings for wheelchair, seating and recycle equipment

Alberta Aids to Daily Living (AADL) authorization and claim processing is being transferred to Alberta Blue Cross in a phased transition process. Please read bulletins #121 and #123 (revised) for more information

Demonstration sessions

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

Authorizer Session: December 13, 2021, 10:00 a.m. - 11:00 a.m.

Meeting Number: 2450 122 1327

Meeting Password: b6UihVyBQ43

To join this meeting (Now from mobile devices!)

1. Go to

<https://albertabluecross.webex.com/albertabluecross/j.php?MTID=mf238c15ab85afadf75fdd7abb5bc3c1a>

2. If requested, enter your name and email address.

3. If a password is required, enter the meeting password: b6UihVyBQ43

4. Click "Join."

5. Follow the instructions that appear on your screen.

Vendor Session: December 13, 2021, 1:30 p.m. - 2:30 p.m.

Meeting Number: 2468 303 7681

Meeting Password: TJqHpfAb647

To join this meeting (Now from mobile devices!)

1. Go to

<https://albertabluecross.webex.com/albertabluecross/j.php?MTID=m0301875b68c6d1f3daada7dbafdaee08>

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2. If requested, enter your name and email address.
3. If a password is required, enter the meeting password: TJqHpfAb647
4. Click "Join."
5. Follow the instructions that appear on your screen.

All demonstration sessions will be recorded and made available for those unable to attend. 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 prior to the transition.

Q&A information session recordings from November 15, 2021

Wheelchair, seating and recycle equipment Q&A session – authorizers:
<https://vimeo.com/646559873/9d28dd0017>

Wheelchair, seating and recycle equipment Q&A session – vendors:
<https://vimeo.com/646575591/f4ba84cb37>

Q&A information session summary for authorizers and vendors from November 15, 2021

Authorizers

How does an authorizer get authorization for a recycled product?

- Eco Medical will be providing all recycle services. Please refer to AADL Bulletin #118 and AADL Bulletin #120, as well as upcoming bulletins, which identify education sessions and more information regarding changes to the recycle program.

What benefits are included in this transition phase?

- This transition phase includes the following 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 and 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. If you are already registered as an AADL authorizer for medical surgical and benchmark mobility benefits with Alberta Blue Cross, you will not need to re-register or provide additional information. You will use the same login ID and password to submit authorizations for wheelchair, seating and/or recycle equipment benefits.

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Could you please clarify what it means when a client is active or inactive?

- Active clients refer to clients who may be eligible for AADL benefits. Inactive clients are those not eligible for AADL benefits. An example of an inactive client would be someone covered by Non Insured Health Benefits.

What is the process for doing an internal recycle?

- Eco Medical will be providing all recycle services. The process to manage an internal recycle will be covered in future sessions on the changes to the recycle program.
- Please refer to AADL Bulletins #118, #120 and #125 for more information and Q&A from previous information sessions on the changes to the recycle program.

To confirm, is the client declaration form required only for the very first authorization in the specific benefit category or for every single authorization?

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

Can you clarify the purpose of the add practitioner selection during an authorization?

- This is applicable for clinics that have multiple AADL authorizers. Since most authorizers for wheelchair, seating and large recycled equipment benefits are setup on the system as individuals, only their name will appear as a practitioner when entering an authorization.

Why do we need to submit a QFR request form as well as fill out the box on the screen with a reason for the QFR?

- All Quantity and Frequency Review (QFR) requests will need to be submitted through the Alberta Blue Cross online health portal and must include supporting documentation. Authorizers have the option to include additional comments online. All of the information collected is then sent to AADL for review. Once the request has been adjudicated, the authorizer will be notified.

Is the "reference number" the same as what we currently call "authorization number"?

- Yes, the reference number is a unique identifier generated by the Alberta Blue Cross system at the time of the authorization request, similar to what AADL currently refers to as the authorization number.

What information does the vendor need to process a wheelchair order? Will they also receive an email or is it up to the therapist to notify them of the approval/ fax them a copy of the authorization approval?

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- To process a wheelchair order, vendors need the authorization number from either the authorizer or the client. The vendor also needs the date of birth of the client and their personal health care number (PHN) to access the online health portal. Using this authorization number or the client's personal health number, vendors can view the client's authorization history through the report section of the online health portal. Once the vendor has confirmed that an authorization exists for the client, they can proceed with submitting claims. The authorizer will work directly with the preferred vendor and the client to determine what needs to be ordered.

Can you review the process for obtaining access to the online health portal?

- If you are not currently registered with Alberta Blue Cross to submit authorizations for medical surgical or benchmark mobility benefits, please ensure that your contact information with AADL is up to date by emailing aadlaccess.admin@gov.ab.ca.

Will authorizers have access to all wheelchair forms/spec sheets and applicable forms prior to the go live date?

- Authorizers will have access to all applicable AADL policy documents, approved product lists and applicable forms in early December 2021, ahead of the go-live date in late January 2022. Further details will be provided in upcoming AADL Bulletins.

I understand the cost of wheelchair delivery is paid by AADL. Could you advise who is responsible for the cost of returning the wheelchair and delivering a new one should the first one not meet the client's needs?

- As the submitter of claims, vendors are responsible for handling any product returns. They can request that claims be reversed or cancelled by contacting the Alberta Blue Cross AADL Contact Centre by phone or email. Once the original claim is reversed, new claims with updated information can be submitted. The recycle vendor arranges delivery and pick up and AADL covers the cost.

In one example, it stated the wheelchair authorization was "approved"; however, another line above stated the QFR was "pending or under review." Will all wheelchair authorizations be automatically approved? Is it the responsibility of the authorizer to check quantity and frequency? Or does the system check previous consumption and decline the authorization because of the need for a QFR request approval?

- Most authorization types are automated; however, some are not, including quantity frequency reviews, which require clinical review and prior approval from AADL. Once the request has been adjudicated, the authorizer will be notified the review has been completed. Full details will then be available in the authorization history report.

- Prior to submitting authorizations or quantity frequency reviews, authorizers are expected to check a client's authorization history and product consumption history through the reports section of the online health portal.

Does the authorization need to be completed prior to leaving the wheelchair with the client or completing the trial?

- To access wheelchair benefits, the first step is for the authorizer to check the recycle pool for a suitable product. The authorizer then submits an authorization request through the online health portal. If a suitable wheelchair is not available through the recycle pool, a confirmation will be provided by the recycle vendor. Then the authorizer can submit an authorization request for a new wheelchair along with any applicable supporting documents. 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.

Will e-business be decommissioned?

- Yes. Once the AADL administration of authorizations and claims has been transitioned to Alberta Blue Cross, the e-business system will be decommissioned and unavailable to authorizers, vendors and specialty suppliers.

What are the blackout dates?

- The blackout period will occur from mid- to late January 2022 (specific dates will be shared in an upcoming bulletin). During the blackout period, all providers are asked to hold onto their authorizations and claims until the historical data has been transitioned to Alberta Blue Cross and the online health portal is live. Providers should contact AADL for palliative or emergency requests during this timeframe. AADL is requesting that all 1250/1251 forms be postmarked by January 4, 2022 to give time to ensure all authorizations are entered into the system and will be transferred to Alberta Blue Cross.

Will the online health portal indicate the client's cost share status?

- Yes. Authorizers and vendors will be able to confirm a client's cost-share status through the patient inquiry feature of the online health portal. If the client is required to cost share but has paid some or all of the \$500 for the year, the vendor will be able to see the exact amount when doing a predetermination.

Will there be forms that we fill out electronically such as the AADL seating assessment form or wheelchair specification sheets from manufacturers? Or will we still be filling out physical copies and scanning them to upload?

- The majority of AADL forms will be made fillable online and electronic signatures will be permitted; the two forms mentioned, however, are not part of this group.

- Authorizers can also print most forms to complete and sign. The form can then be scanned and uploaded to the online health portal as part of the authorization request.
- Both forms above will still need to be completed by hand, and retained on the client's file. Wheelchair specifications will be shared with the preferred vendor.

Can you speak to the termination date for manual wheelchairs?

- The termination dates of authorizations vary depending on the authorization type. Please refer to the updated AADL policy and approved product lists once they are available.

How do we check the recycle pool for wheelchairs or lifts or beds?

- Eco Medical will be providing all recycle services. Please refer to AADL Bulletins #118, #120 and #125 for more information regarding changes to the recycle program and training sessions.

Is there a specific number of authorizations a person needs to do to stay eligible for authorizing equipment?

- All authorization eligibility rules will be outlined in the AADL policy documents and approved product lists.

How do we reach out to Alberta Blue Cross?

- Contact information for the Alberta Blue Cross contact center will be made available prior to the implementation date. Further details will be provided in upcoming AADL bulletins. You will also find the contact details on the Alberta Blue Cross website.

Does the 90-day trial period apply to all wheelchairs tested by a client or is a trial period provided for each wheelchair tested?

- The 90-day period is specific to recycled wheelchairs only. The 90 days begins from the time the recycled chair is delivered to determine if any changes need to be made (if necessary). If the chair does not work and another chair is sent out, a new 90-day trial period begins when that chair is delivered.
- Please refer to the updated AADL policy documents and approved product lists once they are available.

Is any consideration being given to providing read only access to the online health portal for non-authorizers such as clerical staff and therapy assistants?

- Yes, this is under consideration. AADL leadership is working with Alberta Health Services to review.

Can you please elaborate on the responsibility of authorizers vs. AADL? Are authorizers expected to handle the paperwork and communicate among vendors for ordering (i.e., between Eco and other vendors)?

- Authorizers will continue to assess clients, communicate with vendors and submit authorization requests for AADL benefits. Please refer to the AADL General Policy and Procedures Manual for more information.
- AADL will continue to be responsible for benefit eligibility criteria, funding levels, policy direction, governance and product selection. AADL will continue to review exception requests and appeals.
- Authorizers will communicate with the recycle vendor or new vendor as needed and submit the authorization and supporting documentation to Alberta Blue Cross through the online health portal. We recommend attending the recycle training sessions outlined in Bulletin 120 and the online health portal demonstrations on December 13 (see invite at the top of this bulletin).

I noticed on the examples shown that the replacement timeframe for a Category A chair is 6 years now. Is this correct?

- Please refer to the updated AADL policy documents and approved product lists for quantity and frequency limits once they are available.

Does the client need to have a Blue Cross card? If they are eligible for AADL equipment, are they automatically eligible for Blue Cross?

- No, a client does not require coverage through an Alberta Blue Cross employer-sponsored plan or an individual plan to receive AADL benefits.
- There is no cross over between ABC and AADL lines of business. ABC is administering the AADL program.

Is AADL still supporting wheelchair trials from vendors?

- Yes. Please refer to the updated AADL policy manuals and approved product lists once they are available, check bulletins and attend available information sessions.

How quickly will Eco Medical be able to notify the authorizer if the requested wheelchair is available?

- Eco Medical has a service standard of responding to authorizer requests within two business days.

Will we need to upload wheelchair specs to AADL or are we going to send those to Eco Medical?

- Eco Medical will be providing all recycle services. Please refer to AADL Bulletins #118, #120 and #125 for more information regarding changes to the recycle program and available training sessions.
- Authorization requests will require supporting documentation to be uploaded by the authorizer. Applicable forms and documents will be available through the online health portal.

Is there an opportunity to specify the make of wheelchair we would like to trial or are trials delivered specifically based on the dimensions/specs requested?

- Authorizers will be required to contact Eco Medical to access the recycle pool and will have the opportunity to provide specific requirements, with rationale.
- If a suitable wheelchair is not available through the recycle pool, the authorizer can submit an authorization request, along with the applicable documents required, for a new wheelchair.

So there's no waiting period if a client has a wheelchair for 6 years and wants a new wheelchair?

- Please refer to the updated AADL policy and approved product lists once they are available.
- Wheelchair replacement is based on a client's clinically assessed need and is not automatic; a chair would be replaced after the frequency limit is met if the chair is deemed unrepairable or no longer meets the client's needs.

Will we receive written confirmation that Eco does not have anything in the recycle pool?

- Yes, Eco Medical will provide confirmation that a suitable product is not available in the recycle pool. This confirmation will be submitted along with the authorization request for a new wheelchair.

If Eco Medical has the requested wheelchair and it is sent to the client but ends up not being suitable, what happens?

- Please refer to AADL Bulletins #118, #120 and #125 for more information regarding changes to the recycle program.
- If the wheelchair from the recycle pool does not work for the client, the wheelchair can become an assessment chair.
- Authorizers can request another product from the recycle pool. If a suitable wheelchair is not available through the recycle pool, the authorizer can submit an authorization request for a new wheelchair.

Previously you had mentioned that we could complete the authorization for a wheelchair after our assessment indicates they are eligible. However, if we need to go through recycle first, will we need to do a wheelchair trial with a new equipment vendor? If so, how will the new equipment vendor be compensated for the trial?

- New vendors will only be doing trials with new chairs for new chair clients.
- Recycle will always be utilized first as a starting point; Yes, AADL supports assessment chairs when necessary. Instead of requesting a trial from a vendor, you request a chair from the recycle vendor via the generic spec form. If a match is found and it works, the client can keep it. If it does not work, you can make the

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necessary changes or use it as your assessment chair and then proceed with the order.

- If there is nothing appropriate in recycle, you can go to the client's preferred vendor to trial, authorize and then order.
- Please refer to AADL Bulletins #118, #120 and #125 for more information regarding changes to the recycle program.
- Please refer to the updated AADL policy and approved product lists once they are available.

Will the information sessions hosted by AADL regarding changes to the recycle program be posted on the AADL website?

- Yes, links to the information sessions are available in AADL Bulletin #120. A recording of a session, along with the FAQs from the combined sessions, can be found in Bulletin #125.

Vendors

The claiming process occurs after the recycle services vendor has confirmed no recycle equipment is available, correct?

- The claiming process for vendors occurs after an authorization has been created by the authorizer. The authorizer is responsible for confirming that no recycle equipment is available through the recycle services provider and creating the appropriate authorization. Vendors will be able to view a client's authorizations through the reporting section of the online health portal.
- Please refer to AADL Bulletin #118 and AADL Bulletin #120 and upcoming bulletins and education sessions for more information regarding changes to the recycle program.

What is the purpose of the direct deposit?

- Direct deposit is the most common reimbursement process. It allows Alberta Blue Cross to send funds electronically and more efficiently to vendors. Direct deposit also ensures that funds cannot be lost in the mail or affected by weather, distance or postal service disruptions.

If the client is getting a recycled wheelchair, can we (authorizers) submit after they receive the wheelchair, and we confirm it is appropriate?

- To access wheelchair benefits, the first step is for the authorizer to check the recycle pool for a suitable product. The authorizer then submits an authorization request through the online health portal. The authorization must be submitted so the recycle vendor can collect the client's cost share portion prior to providing the equipment. The authorizer would follow up with the client after delivery and confirm it is acceptable. If a suitable wheelchair is not available through the recycle pool, a confirmation will be provided by the recycle vendor, then the authorizer can submit an authorization request for a new wheelchair.
- Once an authorization for a client is approved vendors can proceed with submitting claims.

Can you explain how AADL repair and parts change work orders will be approved? How will these work orders be entered into the online health portal so vendors can submit claims?

- Vendors can make claims directly in the online health portal for repairs and parts changes up to a maximum yearly limit. Once that limit is reached, vendors must obtain approval first. Vendors must submit authorizations for prior approval of repairs and parts changes and await a decision by AADL.
- Claims are adjudicated against the product quantity and frequency limits as outlined in the approved product lists.

How do we claim if a client passes away?

- Vendors can still proceed with submitting a claim through the online health portal, which will adjudicate claims based on the client's benefit coverage and cost-share status.

At what point in the billing process do we need to capture the serial number?

- If a product requires a serial number to be submitted, vendors will enter this information at the time of claim along with the product information, date of service and total cost.

Currently, we fax a copy of the invoice to AADL with the wheelchair spec and pricing breakdown, and then wait for AADL to input the price onto E-Business before we can claim it. Will we follow this same process with Blue Cross?

- Once benefits have been transitioned to Alberta Blue Cross, vendors will not be required to provide the wheelchair specs to AADL. Vendors are required to retain all documentation pertaining to a claim that has been submitted for reimbursement through the online health portal. Price and quantity maximums for specific wheelchair products will be defined in the AADL approved product lists.

If I claim for a chair and the client paid the cost share of \$500, would I have to wait to claim the cushion as full coverage?

- The Alberta Blue Cross online health portal adjudicates claims in a real-time environment, including client cost-share amounts, allowing vendors to submit claims as soon as the product or service is provided to clients.

How will vendors know when the client has reached maximum repairs for the year?

- Several claim system edits are in place to ensure a client does not exceed their eligible benefit amounts, based on AADL policy and the approved product lists.
- Vendors can view a client's product consumption history through the patient inquiry page of the online health portal. Vendors will also get confirmation of the client's coverage, prior to submitting a claim, using the pre-determination tool.