

Vendors and Authorizers: Are you prepared for the H1N1 virus?

Tips and resources available

With the flu season upon us, AADL would like to advise vendors and authorizers about the resources available to help them prepare to protect themselves, their staff and their clients from infection.

The H1N1 influenza virus (2009) has been reported worldwide and the World Health Organization (WHO) has declared a pandemic. The virus is now referred to as "pandemic H1N1 influenza virus" or "Pandemic (H1N1) 2009." Governments around the world and WHO are working together to monitor and respond to this situation.

Best Practice Guideline
for Workplace Health & Safety
During Pandemic Influenza



In the event of a crisis, AADL's business continuity plan focuses on providing priority services to essential areas such as respiratory care.

We encourage all vendors and authorizers to review their pandemic readiness. It is expected that up to 30 per cent of any staff complement may be away ill at any given time so preparations should be in place to cope with this possibility.

Some resources you can access include:

Main Alberta Health and Wellness Website:
www.health.alberta.ca

Infection Prevention:
www.health.alberta.ca/newsroom/pub-infection-prevention.html

Best Practice Guideline for Workplace Health and Safety During
Pandemic Influenza:
www.employment.alberta.ca/documents/WHS/WHS-PUB_bp002.pdf

Information for Health Professionals:
www.health.alberta.ca/professionals/health-professionals.html

Healthlink Alberta: 1-866-408-5465

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News and Information

KNOW WHAT TO DO TO FIGHT THE H1N1 INFLUENZA VIRUS



- ▶ **FLU SYMPTOMS ARE:** cough *and* fever, runny nose, sore throat, body aches, fatigue and lack of appetite.

Protect yourself and others:

- ▶ Clean your hands often and thoroughly in warm, soapy water or use hand sanitizer.
- ▶ Cough and sneeze in your arm, not your hand.
- ▶ Keep common surfaces and items clean and disinfected.
- ▶ Stay home if you're sick. Contact a health care provider if your symptoms worsen.

KNOWLEDGE IS YOUR BEST DEFENCE

For more information:

www.health.alberta.ca
www.fightflu.ca

Call Health Link Alberta:

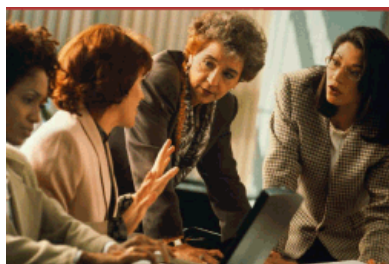
Toll-free 1-866-408-LINK (5465)
In Edmonton, call 780-408-LINK (5465)
In Calgary, call 403-943-LINK (5465)

News and Information

Going Green Reminders

AADL Workshop Materials: AADL's "going green" initiative has saved many trees. When registering for a new or

refresher workshop, authorizers will be notified of any selected manual material that they will need to bring with them. This saves us all from printing the entire manual.



The list of materials required for various workshop components is at www.seniors.alberta.ca/aadl/av/training/index.asp

AADL bulletin and updates: The AADL website is where you will find the bulletin and update package which are normally produced in March, July, October and sometimes December of each year. However, updates to the manual can be made at any time so check often. Better yet, subscribe to our automated service for e-mail notification of updates at www.seniors.alberta.ca/aadl/ and click on the subscription link to register. Since its inception in July, the mailing list now has over 500 registrants.

The AADL Manual Update Schedule on the last page of this bulletin will give you notice of when AADL plans to update the website with new policy, and product and vendor information.

The Bulletin is a publication of:

Alberta Aids to Daily Living Program
Health Related Supports
Alberta Seniors and Community Supports
10th floor, Milner Building
10040 - 104 Street NW
Edmonton, Alberta T5J 0Z2

Phone: 780-427-0731 in Edmonton
Toll free: 310-000, then 780-427-0731 when prompted
TTY 780-427-9999 in Edmonton or
1-800-232-7215 throughout Alberta
Fax: 780-422-0968

Save a tree: we encourage you to bookmark and use the online version of the AADL Program Manual.

Assistive Technology for the Deaf and Hard of Hearing pilot project concludes

The AADL Assistive Technology for the Deaf and Hard of Hearing Pilot Project generated responses from across Alberta.

The requests for funding exceeded the budgeted funds provided for this pilot project. The project is now complete and a formal evaluation of the pilot has started.

If you have any questions, please contact the Deaf and Hard of Hearing Society:

Calgary: 403-284-6200 or TTY: 403-284-6201

Edmonton: 780-451-9999 or TTY: 780-429-1939

AADL authorizers and palliative requests

Palliative clients are given priority service at AADL. Authorizers can fax palliative authorizations to AADL at 780-422-0968 rather than using the postal service.



This will allow AADL to provide equipment and supplies to our palliative clients as soon as possible.

Seating course scheduled for November

An Alberta Seating Education Program course is scheduled for November 2009 — date and place to be determined. The AADL website will have course/registration material. The AADL e-subscribers will be kept up-to-date on registration information through e-mail.

AADL Vendors — we need your help!

As an AADL vendor, if you become aware of a change of address for an AADL client, please ask the client to phone AADL at 780-427-0731 or toll-free at 310-0000, then 780-427-0731 when prompted, to give us their change of address.

This up-to-date information is required by AADL to keep the client file current and reduce delays in the provision of benefits and any cost-share exemption refunds.

Thank you for your assistance!

Medical/Surgical News

Working Group for incontinence diapers

AADL thanks those who responded to participate in the working group reviewing the delivery of continence products, cost structure, and best practice standards.



The working group's first meeting has been postponed. But stay tuned — participants will be contacted once a start date is set.

Questioning Quantity and Frequency Requests (QFRs) for medical-surgical benefits

In your role as an authorizer, have you found yourself asked to submit a QFR even though you do not clinically support the request?

If this occurs, just call Lauran Chittim at 780-422-4846 or e-mail at lauran.chittim@gov.ab.ca for help and support.

In the meantime, please do not complete the QFR since it might give the client or their family a false sense of support.

Why is there a two month quantity limit for medical-surgical supplies?

AADL's two month quantity limits are based on evidence-based research and current best practice standards.

If a client is requesting products early, please encourage the client to contact their authorizer. This may be a sign that their clinical need has changed and the current product no longer meets the client's therapeutic needs.

If the client declines this option, it is the client's choice and they can purchase the extra quantities.

To support best practice standards and contract requirements, AADL is unable to pay claims made for supplies beyond the two-month quantity limit. To avoid account adjustments, please ensure you are not submitting claims for products into future months.

What happens to a deceased client's medical-surgical supplies?

When a client passes away, the client's family has a choice to donate the client's AADL supplies to a charity or return the products to the AADL vendor. If the products are returned to the vendor, the vendor reverses the claim for all the products that have been returned and refunds the family any co-pay that has occurred. If vendors are not sure how to reverse a claim, AADL's claims staff are available to assist.

Compression garments: the difference between ready-made and custom

A reminder that the AADL 1250 and/or change form is used only for custom components on custom garments. To avoid delays for your customers, please note that custom components such as neoprene linings can only be ordered with custom garments, and cannot be combined with ready-made products.

Change of Vendor Request

Starting October 1, 2009, AADL will be changing the process for clients to request a change of vendor. The new Change of Vendor Request form has been received as a positive change and AADL will no longer be providing a client's consumption history to the new vendor.

A vendor change can occur at any time. However, vendor change notification will occur once a month, approximately five days before the beginning of the next two-month supply of ostomy or incontinence products. If there is a vendor closure, the change notification will be immediate. AADL is confident this will lead to increased collaboration with the clients and vendors, and with AADL and each vendor.

Interactive dressings



While the provision of interactive dressings for prevention and/or protection for clients at risk of skin breakdown or with previous ulcers is considered a proactive intervention, it is not a benefit covered by AADL. Encourage your client to investigate other third party payers or keep their receipts for income tax purposes. If the client is involved with a seating team, they should be encouraged to ask for a re-assessment to determine if alternate seating is required to help prevent skin breakdown.

Mobility and Equipment

Tips for authorizing wheelchairs

When authorizing wheelchairs, please take note of the following tips to avoid delays:

1. The Wheelchair Approved Product List (APL) indicates when clinical justification is needed. Examples include ultra hemi chairs, super low frame, and tilt in space. If this information is omitted, AADL staff cannot place the order. This slows down the AADL processing time because staff will either contact you or will return the 1251 form as “incomplete”.
2. Take care to download the correct spec sheet from the internet. Ensure you use a spec sheet that is Canadian and not American by checking contact information on the website. Spec sheets also change from time to time, but for the AADL contract period, AADL locks in on a certain date spec sheet as identified on the APL. Take a minute to review your APL.
3. If you are ordering special chair backs, add the correct “V” catalogue number to your authorization form.
4. Ensure that Section 2 is completely filled in. Especially note the “client Mobility” question on the upper right hand corner of the section. Again, an omission slows down the ordering process.

Choices, choices, choices

When authorizing items which have many choices of product and model (e.g., battery operated bath lifts), please add the manufacturer and/or model name to the authorization form. Any omissions must be followed up by the AADL staff, resulting in either a slow down or the authorization form being returned to you as “incomplete”.



As with wheelchairs, the APL for large equipment indicates that clinical justification is required on some equipment requests. This information is needed before AADL

can place an order, for example, for pressure reduction overlays. If this information is missed, the AADL staff will either leave messages with questions, or will return the authorization form to you as incomplete.

Phoning AADL with your questions

Authorizers can save time if they get to the right AADL staff person the first time for questions and answers. Refer to the phone lists at www.seniors.gov.alberta.ca/AADL/AV/manual/PDF/02_telephone_list.pdf to find the correct staff person.

Emails are answered more quickly, but you cannot enclose client information on emails. In that case, faxing is a good way to get questions to the appropriate AADL staff person.

Wheelchair waiting list

The waiting time for wheelchairs has increased to about five weeks. AADL staff are working to decrease the waiting time and we hope to soon be back on to our one-week wait time.

Permanent loaner requests

Please forward permanent loaner requests in writing to Bill McBride at bill.mcbride@gov.ab.ca or fax him at 780-422-0968 or toll free at 310-0000, then 780-422-0968.

All about beds

Clients should be advised not to disassemble their homecare bed prior to pick up by the AADL vendor. The bed should be transported in one piece. If the bed is in many pieces in boxes, there is additional risk of lost pieces and increased expense to AADL for reassembly.

Authorizers are requested to advise clients to use the beds as designed. Some clients are sitting on the back of the bed and using the power to lift up the back of the bed so that it in some ways resembles the function of a “lift” chair. Misuse of the bed can lead to client injury and also can cause a bent frame that cannot be repaired.

All about lifters

When advising clients which lifters to order, note that only some lifters are advertised as being more portable because they fold. If a client wants to have a lift that can be disassembled for transport for use at a visit to the doctor's office or for a stay in a hotel, they must choose one that is a folding model. Clients cannot take a non-folding lifter apart. The wiring in these lifters is not designed for disassembly and there is a serious risk of causing a fire by pinching a wire when the lift is reassembled.

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AADL Manual Update Schedule 2009 - 2010

| EFFECTIVE DATE | MANUAL SECTION AND TITLE | FILE(S) TO BE UPDATED |
|--------------------------|-------------------------------------------------|-----------------------------------------------------------|
| TBA | Section D: Mastectomy Protheses | Manual D Policies & Procedures |
| December 1, 2009 | Section F: Custom-Made Footwear | Custom-Made Footwear Approved Product List |
| December 1, 2009 | Section F: Shoe Elevations | Shoe Elevations Approved Product List |
| September 1, 2010 | Section F: Therapeutic Footwear | Manual F-TS Approved Product List |
| April 1, 2010 | Section H: Hearing Aids | Manual H Policies & Procedures and Vendor List (possible) |
| TBA | Section L: Homecare Beds | Manual L Policies & Procedures |
| TBA | Section M: Medical/Surgical | Manual M Policies & Procedures |
| TBA | Section N: Stockings | Manual N Policies & Procedures |
| December 1, 2009 | Section O: Orthotics | Manual O Policies & Procedures and Approved Product List |
| December 1, 2009 | Section P: Prosthetics | Manual P Policies & Procedures and Approved Product List |
| TBA | Section T: Graduated Pressure Garments (Custom) | Manual T Policies & Procedures |
| April 1, 2010 | Section X: Seating | Manual X Approved Product List |



Current AADL Program Manual Updates

Note: This is a list of all AADL Program Manual changes since the publication of the July 2009 Bulletin.

| SECTION | REMOVE FROM MANUAL | REPLACE IN MANUAL | COMMENTS |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
| General Information | AADL Telephone Listing | AADL Telephone Listing | Updated |
| F | Therapeutic Shoes – Vendor List Custom Modifications on Therapeutic Shoes for High-Risk Foot Clients – Vendor List Total Contact Inserts for High Risk Foot Clients – Vendor List | Therapeutic Shoes – Vendor List Custom Modifications on Therapeutic Shoes for High-Risk Foot Clients – Vendor List Total Contact Inserts for High Risk Foot Clients – Vendor List | Updated Updated Updated |
| G | Manual G APL – entire section Recycled Bathing and Toileting Aids – Vendor List | Manual G APL – includes cover Recycled Bathing and Toileting Aids – Vendor List | Updated Updated |
| H | Hearing Aid – Vendor List | Hearing Aid – Vendor List | Updated |
| J | Manual J – Anti-Burnscar Garments Approved Product List | Manual J – Anti-Burnscar Garments Approved Product List | Updated |
| K | Manual K – Large Recycled Pediatric Equipment APL Manual K – Large Recycled Pediatric Equipment Vendor List | Manual K – Large Recycled Pediatric Equipment APL Manual K – Large Recycled Pediatric Equipment Vendor List | Updated Updated |
| L | Manual L APL – Lifts and Transfer Aids APL Manual L – Lifts and Transfer Aids Vendor List | Manual L APL – Lifts and Transfer Aids APL Manual L – Lifts and Transfer Aids Vendor List | Updated Updated |
| M | Manual M Catalogue Listing | Medical/Surgical Supplies Catalogue Listing | Updated |
| N | Manual N Catalogue Listing | Manual N Catalogue Listing | Updated |
| O | Orthotic Suppliers | Orthotic Suppliers | Updated |
| P | Prosthetic Suppliers | Prosthetic Suppliers | Updated |
| V | Manual V APL – entire section | Manual V APL – entire section | Updated |
| W | Manual W APL – entire section Manual W – Wheelchair Vendor List | Manual W APL – entire section Manual W – Wheelchair Vendor List | Updated Updated |
| X | Seating Vendor List | Seating Vendor List | Updated |

I included in the update package is a list of vendor changes from June 1, 2009 to September 30, 2009.
For the most recent vendor lists, please use the website list.