

All Alberta hearing aid benefits to be provided through AADL on July 1

Currently, Albertans who are eligible for assistance with hearing aids receive this benefit from one of three programs, each serving different populations. To improve the administration of hearing aid benefits, effective July 1, 2010, hearing aid benefits from Alberta Employment and Immigration's Income Support program, and Alberta Seniors and Community Supports' Special Needs Assistance for Seniors program will be transferred to the Alberta Aids to Daily Living (AADL) program.



- As of July 1, 2010, eligible Albertans will receive their hearing aid benefits through one program—the Alberta Aids to Daily Living Program (AADL).
- After July 1:
 - Eligible **Income Support** clients will receive all their funding through AADL.
 - **Low-income seniors** will receive all their funding through AADL rather than having to apply to two programs.
- This streamlined process will make it easier for Albertans who need hearing aids to get assistance to pay for them.

The amalgamation of administration of these three existing hearing aid benefit programs is a first step towards a more consistent approach of providing benefits to Albertans in a more streamlined and integrated way. **There will be no decrease in benefit level, or change in client eligibility as a result of this amalgamation.** This will provide easier access for all client groups (children, low-income adults, seniors), streamline administration for vendors and prepare for potential administrative savings.

For further information, please contact Dr. Patti-Jo Sullivan, AADL Program Manager, Hearing and Augmentative Communication Benefits by e-mail at Patti-Jo.Sullivan@gov.ab.ca or at 780-422-6567.

Inside This Issue

All Alberta hearing aid benefits to be provided through AADL July 1	1
News & Information	2
Helpful hints for vendors	
A fond farewell for two AADL staff	
AADL reception over noon hour	
Helpful E-Business hints for vendors	
Medical/Surgical News	3
Filling out AADL forms - helpful hints	
Working together to deliver benefits	
Authorizer resources	
Return of unused product	
Request for Vendor Change Form	
Incontinence product changes	4
Working group streamlines process for obtaining incontinence products	
Mobility and Equipment	5
Useful book for mobility authorizers	
Installation of medical/surgical equipment	
The Back Page	6
AADL Manual Update Schedule 2010 - 2011	
AADL Program Manual Updates	



News and Information

Helpful hints for vendors

For useful information on the roles and responsibilities of vendors including invoicing and correction of errors, please refer to the AADL policy and procedures vendor sections 6, 7 and 8 at www.seniors.alberta.ca/AADL/AV/manual/PDF/08a_aadl_policy_and_procedures.pdf

To save yourself time, effort and money, do not let anything leave your store until you have a valid purchase order (1250 form or AADL purchase order) in hand and have checked the AADL electronic claims system to ensure payment will be received from AADL. Clients are not responsible for paying for benefits if the vendor submits incorrect information or does not submit the invoice to AADL for payment within the six month time period.



AADL provides several avenues to assist vendors in accessing client information in a timely manner, in particular the Interactive Voice Response (IVR) and e-business systems. AADL staff is always available to address issues or answer questions.

If you are having issues with claims being processed within the six month window for payment, please contact Ms. Thelma Grenier, Claims Coordinator at 780-415-2903.

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.

A fond farewell for two AADL staff

In March and April 2010, AADL bid a fond farewell to two long-time staff. In March, Trudy Johnson, AADL Claims Clerk, left for a well-deserved retirement to spend time with her family.



In April, Muriel Roggensack, AADL Program Manager, Mobility and Large Equipment, also retired to relax, spend more time with her family, and design unique jewellery pieces.

On behalf of all stakeholders, AADL wishes both Muriel and Trudy the best in retirement. We'll all miss their expertise and support.

AADL reception over noon hour

From now through August 31, 2010, there will not be live telephone coverage at the AADL office over the noon hour. When you call 780-427-0731, you will be greeted by an interactive system which will answer basic questions, allow you to transfer to any AADL internal number, or take a voice message from you. This pilot project will be reviewed after the August 31, 2010 end date.

Helpful E-Business hints for vendors

Before collecting money from your client for their cost-share portion, vendors are encouraged to check to see if a client is cost-share exempt. You can easily check a client's cost-share status by using the Interactive Voice Response (IVR) or on the AADL E-Business Site by following these steps:

- Click on the E-Business button.
- Choose inquiry from the E-Business Main Menu.
- Select the PHN/Catalog inquiry.
- Key in the Clients PHN number.
- The client's status will be displayed as either "Cost Share" or "Qualified for Cost Share Exemption".

To inquire on PHNs, claims and authorizations:

- Click "Site Map".
- Under the heading called "Manual" – click on "Online Instructions".
- Click on "How to Inquire" - from there you can choose PHN, Claim, or Authorization.

Medical/Surgical News

Filling out AADL forms - helpful hints

Are you having difficulty with your AADL forms being rejected? Here's what you can do to cut down on the number of form rejections:

Change Forms: make sure the assessment date is the date that you have re-assessed your client and determined that their product needs have changed. Forms with the original authorization date will be rejected when it comes to paying the vendor.

Assessment Forms: To save yourself the time and effort of having to re-look at your client files, make sure your assessment information includes which products are required and at what quantity, and any supporting clinical forms, such as a lower leg assessment.

Authorization Forms: AADL appreciates your co-operation in sending us the **top** copy of the 1250 form. Give your client the green form copy as a record of their AADL benefit to refer to when calling us.

Lower Leg Assessment Forms: Check those assessment dates. AADL is unable to accept lower leg assessment that are over six months old. If you have questions or concerns please call Ms. Lauran Chittim, Medical/Surgical Program Manager at 780-422-4846 or via e-mail at lauran.chittim@gov.ab.ca.

Working together to deliver benefits

AADL appreciates the co-operation of authorizers in their ongoing efforts to encourage clients to sign for their AADL products with their vendor and retain a copy of the receipt.

Clients can also check that the quantity the vendor bills matches their order. This check applies particularly to clients who are eligible for the maximum quantity of a specific benefit.

If a client has a concern about what they have received and what may have been billed to AADL, please encourage them to call AADL. We're always happy to help.



Authorizer resources

The World Union of Wound Healing Societies (WUWHS) has a new web site at www.WUWHS.com. WUWHS sponsors another web site that offers practical, evidence-informed wound care information at www.woundpedia.com. This site has information on diabetic ulcers, burns, ostomies, incontinence, and much more.

The Canadian Association for Enterostomal Therapy (CAET) has best practice recommendations for Enterostomal Fistulae that covers assessment to treatment of clients with fistulae. The cost is \$20.00 and is available on-line at www.caet.ca or by calling the CAET at 888-739-5072

Return of unused product

Vendors can receive unused products that are in unopened packages (e.g., diapers), or that have not been worn, and/or that do not come from a residence that has recorded infections such as Methicillin-resistant Staphylococcus aureus (MRSA).

When clients or their families have unused product, they can choose to donate the products or return products to the vendor. The vendor then will reverse their AADL claim for that particular product and quantities that have been returned and any co-pay that has been refunded. The client or their family should be encouraged to retain a receipt.

Request for Vendor Change Form

In September, 2009 AADL implemented a vendor change form that has been very well received. The written form protects the client choice of vendor; ensures that only the legal guardian or client is making the choice, and prevents any vendor choice confusion.

The form is available on line for clients; authorizers and or vendor to print off at www.seniors.alberta.ca/aadl/av/forms_brochures/pdf/change_of_vendor_request.pdf

The change of vendor will come into effect approximately five days prior to a new two month period. There are exceptions to this general rule, such as the closure of the client's existing vendor or in cases where the client has moved.



Medical/Surgical News

Incontinence product changes

New Client Authorizations and Changes to Product List

Starting July 1, new clients will be eligible for two M 263 (reusable bed pads) every two months. M 250 (blue pads) or M 235 (mesh pants) will no longer be available for new clients. The M 240 (disposable incontinence liner) has been enhanced so the M 235 (mesh pants) is no longer required. The M 240 (disposable incontinence liner) also allows clients greater dignity and personal choice.

Existing Client Authorizations and Changes to Product List

Existing clients who have an authorization for M 250 (blue pads), M 263 (reusable bed pads) or M 235 (mesh pants) will be able to receive these products until September 30, 2010. This will allow clients time to be re-assessed by their AADL authorizer if needed.



On October 1, 2010, M 250 (blue pads) and M 235 (mesh pants) will be discontinued for existing clients. Also, at that time, authorizations for M 263 (reusable bed pads) will be a maximum quantity of two every two months. AADL will implement system changes so that authorizers will not have to complete change forms. Quantities of M 263 (reusable bed pads) have been decreased as these pads are very durable, withstand multiple washes and last for several years.

The discontinuation of blue pads and mesh pants supports current best practice standards and employs advancing technologies. Blue pads can promote skin breakdown especially if placed on top of a pressure reduction cushion such as a Roho. As well, AADL provides two continence cushion covers that are designed to meet this need. M 240 (disposable incontinence liners) now come with a wide adhesive strip which allows clients to use this product with their own underwear so the mesh pant is no longer required. Client self-esteem, dignity and freedom of choice are also enhanced.

Changes in Quantity of Booster Liners (M 243) for New Clients

Authorizers are encouraged to authorize product quantity based on client usage and to provide clinical rationale if authorizing maximum quantities. Advising clients of and encouraging clients to use the product that best meets their needs should, in most circumstances, eliminate the need for a booster product. There are now products on the market that absorb over 4000 mls which would eliminate the need for a booster. AADL is keeping the M 243 (disposable incontinence liner) product as part of the program so that it is available for clients who require a booster at night despite wearing a very high absorbency diaper or M 240 (large plastic back liner).

Working group streamlines process for obtaining incontinence products

An AADL working group that includes vendor representatives, enterostomal therapy registered nurses and nurse continence advisors throughout the province discussed concerns around rejected 1250 Forms and Change Forms. From this discussion, a new form "AADL Assessment Summary for Incontinence Products" was developed and approved. This form can be found at www.seniors.alberta.ca/aadl/av/manual/PDF/37a_incontinence_form.pdf. The intent of the form, like the pediatric assessment tool, is to confirm the client's initial or continued eligibility for the program.



Attach the Assessment Summary for Incontinence Products form to the client's 1250 or change form when authorizing adult continence supplies. Once all interventions have been evaluated, base your authorization of product quantities on the client's usage. If authorizing a maximum of 400 every two months, please provide clinical rationale for your request.

Sites such as Lethbridge and Calgary Home Care that have started to use it, report the Assessment Summary for Incontinence Products form is very useful in streamlining our process and serving our clients more efficiently.

Mobility and Equipment

Useful book for mobility authorizers

Sheila Buck, Occupational Therapist and owner of Therapy NOW! Inc., has written a book, "More Than 4 Wheels: Applying clinical practice to seating, mobility and assistive technology".



The book covers teamwork in prescribing and delivering assistive technology, assessment techniques, seating principles, manual wheelchair prescription and set up, power wheelchair

considerations, considerations for walker prescription, fall safety including lifts, transfers, toileting and bathing, spasticity and its impact on seating, considerations for bariatric and pediatric seating, custom contoured seating, seating and mobility for the aging population and an overview of common diagnosis with relevant assistive technology needs. An appendix of common terminology used in the field of seating and mobility is also included.

The book is aimed at Occupational Therapists, Physiotherapists, Occupational and Physiotherapist Assistants, durable medical equipment dealer representatives, manufacturer reps, orthotists/prosthetists working in seating, caregivers and medical professionals who may be working with clients who require assistive technology and wish to gain a better understanding of the use of the equipment. Students in post-secondary programs which provide education on the use and prescription of assistive technology/seating and mobility equipment will find this book invaluable.

Go to
www.sheilabuck.ca
for more
information on
this book.



Installation of medical/surgical equipment

AADL received the following letter from the Medical Surgical Dealers Association which we are sharing with our stakeholders for your information:

"In 2008 the Medical Surgical Dealers Association (MSDA) implemented a policy of charging for the installation of wall mounted grab bars. It has become necessary to extend that charge to the installation of other equipment commonly requested.

Effective January 1, 2010, MSDA vendors have implemented a \$20.00 minimum charge for ONE wall mounted grab bar, toilet arm rests, floor to ceiling pole, or bed rail. \$40.00 will be charged for any combination of TWO or more items. These fees will be charged on the installation of products provided for assessment regardless of the outcome.

Unfortunately MSDA vendors find it necessary to pass on, to our mutual clients, at least some of the expense to help subsidize this service. Our information suggests that when presented with the option, many clients are able to have the installation done by a family member or friend.



All of your local MSDA members have agreed that this fee structure represents **minimum** charges to the client and reserve the right to increase prices dependant on circumstances. At the discretion of the company, there may also be charges imposed for installation of other products. The vendor will contact customer with costs when arranging appointment. Please advise your clients this cost is their responsibility regardless of their benefit status with AADL. **Installation fees will not be waived or reimbursed.**

We sincerely regret the need to implement these fees and any hardship or inconvenience caused to clients or yourself.

Thank you,
Your local M.S.D.A. Members and Independent Homecare dealers"

Note: AADL does not cover installation charges.

The Back Page



AADL Manual Update Schedule 2010 - 2011

EFFECTIVE DATE	MANUAL SECTION AND TITLE	FILE(S) TO BE REVIEWED AND POSSIBLY UPDATED
TBA	Section D: Mastectomy Prostheses	Manual D Policies & Procedures
September 1, 2010	Section F: Therapeutic Footwear	Manual F-TS Approved Product List
July 1, 2010	Section G: Large Recycle Equipment	Manual G: Policies and Procedures
July 1, 2010	Section H: Hearing Aids	Manual H Policies & Procedures
September 30, 2011	Section L: Homecare Beds	Manual L Policies & Procedures
TBA	Section M: Medical/Surgical	Manual M Policies & Procedures, Vendor List and Catalogue List
TBA	Section N: Stockings	Manual N Policies & Procedures
TBA	Section R: Respiratory	Manual R Policies & Procedures and Approved Product List
TBA	Section T: Graduated Pressure Garments (Custom)	Manual T Policies & Procedures
July 1, 2010	Section V: Wheelchair Accessories	Manual V: Approved Product List
July 1, 2010	Section W: Wheelchairs	Manual W: Policies and Procedures



Current AADL Program Manual Updates

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

SECTION	REMOVE FROM MANUAL	REPLACE IN MANUAL	COMMENTS
General Information	AADL Telephone Listing	AADL Telephone Listing	Updated
D	Manual D – Specialty Suppliers Breast Prosthesis Fitter's Form	Manual D – Specialty Suppliers Breast Prosthesis Fitter's Form	Updated
G	Manual G – Policies and Procedures, pages G-13 to G-25	Manual G – Policies and Procedures, pages G-13 to G-25	Revised
H	Manual H – Amplification Benefits – entire file	Manual H – Amplification Benefits – entire file	Revised
L	Manual L – Lifts and Transfer Aids – page 27 Manual L APL – Hospital Bed APL	Manual L – Lifts and Transfer Aids – page 27 Manual L APL – Hospital Bed APL	Revised Updated
M	Manual M Catalogue Listing – entire file	Medical/Surgical Supplies Catalogue Listing – entire file Manual M – ADD NEW - AADL Summary for Incontinence Product Assessment Form	Updated New
N	Manual N – Stocking Vendor Fitting Form	Manual N – Stocking Vendor Fitting Form	Revised
O	Manual O – Orthotics – Table of Contents, page 27 and 28, Section O-130 Orthotic Vendor List	Manual O – Orthotics – Table of Contents, page 27 and 28, Section O-130 Orthotic Vendor List	Revised Updated
P	Manual P – Table of Contents, Removal of "Surcharge Option" section, Page 34; Section P-180 Prosthetic Benefits – Schedule A	Manual P – Table of Contents, Page 34; Section P-180 Prosthetic Benefits – Schedule A	Revised Revised Revised
R	Manual R – Respiratory – Request for AADL Oxygen Funding Form	Manual R – Respiratory – Request for AADL Oxygen Funding Form	Updated
V	Manual V APL – entire file	Manual V APL – entire file	Revised
W	Manual W – page W-24; Manual Wheelchair Replacement Request form	Manual W – page W-24; Manual Wheelchair Replacement Request form	Revised Revised
X	Seating Clinic Referral Form Seating Services List	Seating Clinic Referral Form Seating Services List	Revised Updated
Y	Ocular Prosthesis Vendor List	Ocular Vendor Vendor List	Updated