

New AADL 1250 authorization form: old form search and destroy!

AADL now has a new 1250 authorization form which is letter size rather than legal size. This will make it easier for authorizations to be faxed to AADL without having to shrink the pages. AADL asks that you destroy your old 1250 forms once your order for the new forms is received.

Please order your new printed authorization forms by registering online at https://secure5.datagroup.ca/acsc/request_ext.asp.

If you are unable to order online, fill out the Forms and Publication form in the AADL Program Manual, under General Information on the AADL website and fax it to the number on the form.

Please order only a three-month supply of forms so there is enough stock for all authorizers.

Faxing authorizations to AADL

For the past year, AADL has been accepting faxed authorizations on a phased-in basis for the following benefit areas:

- Bathing aids and accessories
- Walking aids and accessories
- Manual wheelchairs and wheelchair accessories
- Large equipment

AADL is still experiencing problems receiving faxed authorizations so we offer the following suggestions.

Please test your fax machine to make sure that you are orienting the pages correctly. Test your fax machine by faxing to another machine to check the proper orientation, with the header and content facing the same way. Also program your fax number, phone number and facility name on the fax header so we can get back to you if need be.

See Faxing, page 2 . . .

Save a tree: we encourage you to bookmark and use the online version of the AADL Program Manual at www.health.alberta.ca/services/AADL-program-manual.html.

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News and Information

AADL teleconference Q & A sessions are vendor and authorizer refresher courses

AADL continues to sponsor teleconferences for both authorizers and vendors. This is your opportunity to resolve questions, network and learn from one another across the province from the comfort of your own phone. These sessions replace authorizer refresher courses for current authorizers. We have received very positive feedback from participants, many of whom have attended several sessions.



The teleconferences deal with general authorizer questions, and vendor and authorizer questions on specific medical-surgical benefits, including compression stockings, compression garments, incontinence supplies, mastectomy benefits, ostomy products, dressing products, e-business and claims.

To receive notification of future sessions, please subscribe to the AADL e-subscription list (see *Keeping current with AADL*).

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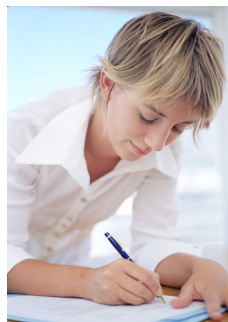
We appreciate your feedback:

Let us know what you would like us to address in The Newsletter. Our next newsletter is scheduled for the end of December.

Contact:

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Next AADL Authorizer workshop information



The next AADL Authorizer workshop for new authorizers will be held in late 2012 or early 2013.

The workshop will also be broadcast via telehealth at select sites throughout the province. These sites are still to be confirmed.

Check for the latest updates at:

www.health.alberta.ca/services/AADL-authorizers.html

Keeping current with AADL

You can remain up-to-date with changes to the AADL program or website by subscribing to the AADL e-subscription list.

Go to www.seniors.alberta.ca/AADL/MailingList.asp to subscribe. Authorizers, assessors and vendors are all encouraged to subscribe.

Faxing (continued from page 1)

Please use dark ink to fill out the form and print clearly. Handwriting is very difficult to read. Use an 11 point font size for patient labels. Fax only the white copy of the AADL 1250 form, along with any required attachments directly following the 1250 form. Please print the client's name, PHN and authorization number on each page to ensure all documents stay together.

Please do not mail in an authorization you have already faxed in, or, if you do, indicate that the 1250 has already been faxed to AADL.

Fax your new authorizations to 780-422-0968. Quantity and Frequency Review (QFR) forms, along with their authorization form, should be faxed to the QFR fax line at 780-644-1521.

AADL thanks you for your co-operation.

News and Information

Authorizers and vendors: keeping your contact information current

If you have any changes to your employment or contact information, AADL would like to know.

Authorizers should contact Sarah Barter, Administrative Coordinator, at sarah.barter@gov.ab.ca or 780-415-2393.

Vendors should contact Debbie Sykora, Contract Administrative Coordinator, at debbie.sykora@gov.ab.ca or 780-422-5525.



It is important to keep your contact information current with AADL. Often AADL sends out correspondence regarding a client's benefits or eligibility. If we do not have the correct contact information for you, this could result in a delay for the client to receive his/her benefits.

If you are an authorizer and we do not have your current information your authorizer number may be deactivated.

AADL vendors: we need your help!

As an AADL vendor, if you become aware of a change of address for an AADL client, please use e-business to maintain a current address. You can do this under the Client (Create/Maintain) command on the main e-business webpage.



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

Thank you for your assistance!

Authorizations not required for parts changes for wheelchairs

Effective July 1, 2012, parts changes for wheelchairs no longer require authorizations.

Under the new process, the authorizer contacts the vendor requesting a parts change, the vendor submits the work order to AADL with all the information, including the authorizer name and number, rationale for the request, and the serial number of the wheelchair.

If the work order is over \$300.00 the vendor requires AADL approval. An appeal is required if the request for a parts change is to AADL equipment provided to the client less than six months ago.

This policy is found in the Recyclable Benefits Policy and Procedures Manual, Recycle services, Parts Change section 6.4 at www.seniors.alberta.ca/aadl/av/manual/PDF/75_manual_z.pdf.

Components for tilt-in-space wheelchairs missing in action

When they are being recycled-in to the supplier, the Orion 2, Bentley Express, Stellar Express, Quickie Relax 2 and Maple Leaf Supertilt tilt-in-space wheelchair models are often missing the back assembly, headrest assembly or laterals. These components were part of the original purchase.

AADL wheelchair vendors are asked to notify AADL when this occurs. The cost to recycle-out these wheelchairs is unnecessarily high if AADL must purchase the replacement components. The authorizer is responsible to ensure the client is aware that the wheelchair, with all components, must be returned to the supplier when they are no longer using the wheelchair.

Checking client's cost-share status is good business

Save time and administrative work by checking the client's cost-share status to determine whether the client is required to pay 25%. If the client is cost-share exempt, there is no need to collect.

Check the client's current cost-share status on e-business by going to "Inquiry – PHN/Catalog Inquiry" or by using the Interactive Voice Response, option 1.