

New E-business user manuals now available for AADL vendors

New e-business user manuals are available through the AADL e-business website.

The manuals are organized by menu option, then by benefit area and include:

- Introduction and Overview
- Inquiry
- Client/Maintain Client
- Create/Maintain Authorization for:
 - Hearing Aids
 - Footwear
 - Mastectomy
 - Ocular
 - Orthotics
 - Prosthetics
 - Respiratory
 - Seating
- Claims:
 - Create Claim and Claim Batch File Upload
 - Claim Batch File Upload File Layout
- Reports
- Announcements, Feedback and Help.



While the "create/maintain authorization files" deals with specialty suppliers, the general manuals will apply to all benefit areas and are useful to all AADL vendors.

AADL encourages you to print only the manuals which apply to you or save relevant pdf files to your desktop.

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

AADL now a program in Alberta Health

With the recent government reorganization, AADL is now a program in the Ministry of Health. There will be no changes in telephone numbers or email addresses for our staff. However, as part of the transition, the url addresses on our website will change. We hope to make this transition as seamless as possible and thank you for your patience.

Inside This Issue

News & Information	1
New E-business user manuals now available for AADL vendors	
AADL now a program in Alberta Health	
AADL offers teleconference Q & A sessions for vendors and authorizers	2
AADL authorizer workshop in September	
Keeping current with AADL	
Authorizing for equipment needs in supportive living facilities	
Medical/Surgical News	3
Medical-Surgical authorizer updates	
Authorizing for compression garments	
New lymphedema garment fitter's form for upper extremities	
Incontinence product usage clarified	4
Submitting a change of vendor form	
AADL needs your vendor fitter's certificate	
AADL needs your documentation	
Mobility and Equipment	5
Major AADL program manual changes - community recycled large equipment	
Prior approval no longer required for internal transfers	
Power wheelchair validation certificate	
AADL mobility and equipment tips	6
New Category A adult tilt-in-space wheelchair available	
Slings for patient lifters	
Wheelchair cushions update	
The Back Page	7
Faxing Your AADL Authorizations	



News and Information

AADL offers teleconference Q & A sessions for vendors and authorizers

Over the past six months, AADL has sponsored teleconferences for both authorizers and vendors. This is your opportunity to resolve questions, network and learn from one another 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 benefits, including compression stockings, compression garments, incontinence supplies, mastectomy benefits, ostomy products, and dressing products.

In the fall, AADL will continue to offer teleconference sessions. To receive notification of future sessions, please subscribe to the AADL e-subscription list (see next column). Our first fall session will be a Medical-Surgical Authorizer Refresher Session on Thursday, September 6 from 1:30 pm to 3:00 pm.

AADL Authorizer workshop in September

The next AADL Authorizer workshop for new authorizers will be held on September 7, 2012 at the Glenrose Hospital. The workshop will also be broadcast via telehealth at select sites throughout the province. These sites are still to be confirmed.

Get the latest updates at:
www.seniors.alberta.ca/aadl/av/training/index.asp.



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.

The Newsletter is a publication of:

Alberta Aids to Daily Living Program
Alberta Health
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

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 September.

Contact:
Andrea Waywanko
AADL Information and Training Co-ordinator
andrea.waywanko@gov.ab.ca

Authorizing for equipment needs in supportive living facilities

Alberta Aids to Daily Living (AADL) and Alberta Health Services (AHS) have initiated a tracking project to determine the equipment needs of clients living in SL3 or SL4 supportive living facilities.

To ensure quality data collection, when you indicate the client's residence code as assisted living/supportive living on the AADL authorization, you will use separate codes to indicate the SL level.

AADL will track this information when the authorization is processed. The only benefit not provided to a SL4 client is the hospital bed package. The new AADL 1250 authorization form, available in the summer of 2012, will have new residence codes to indicate the level of assisted living.

The goal of the project is for AADL and AHS to develop a definitive policy regarding the funding responsibility of the equipment required by clients in this level of care. Until then we want to ensure clients are safe and independent.

Medical/Surgical News

Medical-surgical authorizer updates

Medical Surgical Products Quantities and Descriptions

Here's a friendly reminder to authorize your client's quantity of product(s) based on their need, actual usage, and your clinical assessment and not on manufacturer packaging.

If you have questions or concerns regarding product descriptions on AADL's catalogue list, please do not hesitate to contact the AADL Medical-Surgical Program Manager, Lauran Chittim by phone at 780-422-4846 or toll-free by dialing 310-0000, then 780-422-4846 when prompted, or via email at lauran.chittim@gov.ab.ca. She will track your concerns and/or questions. Your feedback is greatly appreciated.

Ostomy Product: M 115 clarification

This product code refers to a custom peristomal hernia belt that is made by Nu Hope. Simple stoma belts that retail for approximately \$20.00 and under are not included in this product code.



Authorizing for compression garments

Ready - Made Compression & Custom Compression Product Codes re: J 370

AADL has been receiving many authorization and change forms for custom compression garments with the ready-made fitting code on it. Product codes for two different benefits are not to be combined. For example, custom garments have the fitter's fee incorporated in the AADL price so there is no separate code for a fitting fee.

Custom Compression Product Codes

When authorizing a client for custom compression garments, please add the clinical rationale for custom garments on either the authorization or change form. An example would be: a client requires a custom stocking with an ankle circumference of 16 cm.

Recently, manufacturers of ready-made compression stockings have expanded choices. Below the knee stockings up to a 65 cm calf circumference or a foot size of 14 greatly reduces the need for custom garments.

If a request for custom stockings is related to rolling or creases of the garment at the ankle, the client should be re-measured by the fitter as the initial compression garment may not be the correct size or length.



Lower Leg Assessment Form

Since October 2011 AADL has been accepting the copy of the Medi-Tech lower leg assessment. Please only send clinical information that pertains to the client's eligibility for AADL benefits. When you submit the Medi-Tech form please ensure you highlight or circle the data relating to AADL eligibility requirements, for example hemosiderin staining and ABI results.

New lymphedema garment fitter's form for upper extremities

Vendors with a contract for ready-made compression garments are expected to provide these garments as part of the contract requirements. Lymphedema garments are not a high demand which means that some vendors may only receive a few authorizations annually.



AADL has developed a Fitter's Form for Ready-Made Lymphedema garments to assist with fitting. This will support best practice fitting guidelines. Please use this form and retain it on the client's records. It is available on the AADL website in the Program Manual under Section N. Thank you to those authorizers and fitters who were instrumental in the development of this form.

Medical/Surgical News

Incontinence product usage clarified

Incontinence Products – M 242

This is a friendly reminder that an M 242, a moderate self-adhesive plastic back pad, is not designed nor intended to be used inside of a full brief, diaper style or a large hour glass shape plastic back pad.

An authorizer may want to authorize this product in combination with another product to achieve better absorption for the client. However, the opposite result occurs through leakage. This use can also lead to skin breakdown and the development of urinary tract infections.

Authorizers are encouraged to assess how a client is using a combination of products prior to authorizing products. When authorizing a combination of products, authorizers should provide the rationale on the authorization or change form.

For example, a combination of M 207 and M 242 is authorized with a note stating client is using M 207 at night and M 242 during the day.

If, despite education and trialing absorbent products, the client still wants to insert an M 242 inside of a full brief it is their choice. However, the client will need to investigate other funding sources for products as AADL is not able to provide products for an inappropriate use that could have a negative impact on the client.

Submitting a change of vendor form

This is a friendly reminder that AADL is not able to accept verbal change of vendor requests. Clients or their legal guardians need to complete a change of vendor request located on e-business or on our website at www.seniors.alberta.ca/aadl/VendorChanges.asp. Vendor change requests are processed approximately five business days prior to the next two month period.

For example, if a client has moved from Edmonton to Grande Prairie and cannot wait two months, please indicate this on the form and the request will be processed as soon as possible.

AADL needs your vendor fitter's certificate

This is an important contractual requirement AADL would like to encourage each certified vendor to monitor when they need to submit their renewed certificates.



Please keep them coming to Debbie Sykora, AADL Contract Specialist. Ensure the cover letter includes the name and vendor number of your store.

AADL would like to thank those vendors who fax in their updated and/or new fitter certificates.

AADL needs your documentation

AADL has been receiving a large number of authorizations and change forms without the required documentation, such as a prescription for lymphedema garments or a recent lower leg assessment form.



When this happens, AADL cannot process the form. The benefit clerk may send the form back to the authorizer which then delays the client getting the benefit and may also cause the vendor to deal with an upset client and billing rejections.

In an effort to avoid delays, AADL has been contacting the authorizer to request that the additional required information be faxed. This still causes delays in processing benefits and we would appreciate your co-operation in sending complete documentation.


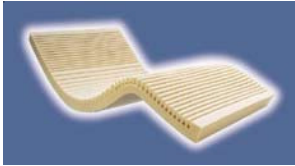

If you have further questions, please do not hesitate to contact the AADL Medical-Surgical Program Manager, Lauran Chittim by phone at 780-422-4846 or toll-free by dialing 310-0000, then 780-422-4846 when prompted, or via email at lauran.chittim@gov.ab.ca.

Mobility and Equipment

Major AADL program manual changes - community recycled large equipment

Effective July 1, 2012, the community recycled equipment in the chart below has been removed from the G and L benefit APLs. These products will now be provided through the benchmark pricing methodology. The authorization for these benefits is submitted directly to AADL and the supplier when a successful trial has been completed.

Effective July 1, 2012, the AADL IVR will now link all toileting aids: raised toilet seats, wheeled commodes and stationary commodes. This will ensure authorizers and suppliers can determine, in a timely manner, if a toileting benefit will be over quantity prior to the authorization being submitted.

NEW	WAS	STATIONARY COMMODE	
E800	G001	Stationary Commode- adjustable height	
E801	G002	Heavy duty Stationary Commode –variable height	
E802	G003	Extra heavy duty Stationary Commode-fixed height	
E803	G012	Stationary Drop Arm Commode	
E804	G013	Heavy Duty Drop Arm Stationary Commode	
NEW	WAS	MATTRESS OVERLAYS	
E400	L220	Alternating Pressure Mattress & pump	
E401	L221	Pump -Replacement only	
E410	L222	Mattress - Replacement only	
E411	L228	Pressure Reduction Mattress Overlay	
NEW	WAS	TRANSFER BED RAILS & TRANSFER POLE AIDS	
E420	L284	Bed Rails	
E430	L285	Transfer Aid Pole	
E432		Trapeze for Transfer Aid	
E433		Extended Arm for Transfer Aid	
E434		Extension for transfer Aid Pole (for 10ft ceiling)	
E431	L287	Heavy Duty Transfer Aid Pole	
E435		Super bar for Heavy Duty Transfer Aid Pole	

Prior approval no longer required for internal transfers

Effective July 1, 2012, the prior approval process for all internal transfers of wheelchairs will no longer be required.

Authorizers must submit a 1251 authorization form within two weeks of a wheelchair becoming available from a deceased client.

If this is not done within the two week period, AADL sends a computer-generated reminder letter to the family to return the AADL wheelchair to the vendor, resulting in confusion for the family at a difficult time.

Power wheelchair validation certificate

Vendors are required to fax a signed copy of the Power Wheelchair Validation Certificate to the attention of Rick Fakeley, AADL Technical Specialist, before invoicing for the power wheelchair.

This certificate ensures three outcomes. The client:

- is satisfied with the power wheelchair;
- is satisfied with the set-up service provided by the vendor; and
- accepts responsibility for the care of the wheelchair, **including obtaining insurance to replace it in the event that it is lost or damaged beyond repair and a manufacturer's warranty does not apply.**

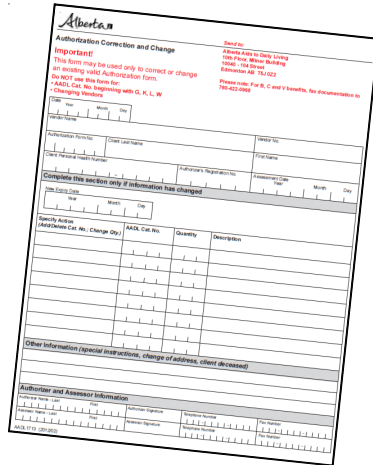
Mobility and Equipment

AADL mobility and equipment tips

Authorization correction and change (ACC)

Authorizers should ensure the vendor receives the vendor copy of the ACC form when you fax it to AADL.

Please use first generation authorization and specification sheets because photocopied faxes cannot be read by the AADL clerks.



Repairs/parts changes

AADL funds generic parts only. There may be an upcharge to the client if they choose to have the manufacturer part as the replacement.

New Category A adult tilt-in-space wheelchair available

Effective July 1, 2012 AADL will be funding a manual tilt-in-space wheelchair to eligible clients, without an upgrade cost to the client. A new adult tilt-in-space request form must be submitted by fax with the 1251 form. This form can be accessed on the AADL website under Manual W of the AADL Program Manual.

Slings for patient lifters

Due to manufacturer liabilities, AADL will not provide funding for patient slings for another manufacturer's patient lifter.

There are no exceptions to this policy.



Wheelchair cushions update

Effective July 1, 2012, lower cost cushions under the manufacturer retail cost of \$450 will be funded under the benchmark pricing methodology. These cushions are typically provided to the part-time wheelchair user. There will be one catalogue number for these cushions. Suppliers are responsible to ensure the AADL standards for cushions are met as follows:

- **Warranty**
The manufacturer must warrant that the product will be free from defects in material and workmanship for a minimum of one year from the date the equipment was purchased.
- **Equipment Limitations**
The cushion must be available in the North American marketplace for a minimum of one year.
- **Liability Insurance**
Equipment provided must have a minimum two million dollars comprehensive general liability insurance provided by the manufacturer.
- **Fire Retardancy**
Materials must meet at least the California 117 Fire Code
- **Cushion Cover**
Any cushion in this benchmark category must have a cover. **Latex component must be indicated.**

Currently funded wheelchair cushions that will fall into this new generic catalogue number are:

- Jay Basic
- Nighthawk Bi-hard, Bi-med, Medium density Cumfy and Superior Thin Cumfy
- Invacare Comfortmate Extra
- Future Mobility Ideal

For accountability purposes, suppliers will be indicating the manufacturer and cushion type on the invoices submitted for the generic catalogue number.

The Back Page



Faxing Your AADL Authorizations

Fax Authorizations to 780-422-0968

MAJOR CONCERNS REGARDING FAXES TO AADL:

- **AADL is accepting faxed authorizations for Bathing Aids and Accessories, Walking Aids and Accessories, Manual Wheelchairs, Wheelchair Accessories, Large Equipment and Ostomy Products.**
- All AADL faxes are received/saved electronically through an online system:
 - Approximately 60% of faxes to AADL are received upside-down. Please check the orientation of your faxes and place a sign on your fax machine indicating face-up or face-down faxing and proper orientation.
 - Faxes are **not printed out** unless we require you to resend the fax.
 - AADL cannot request a resend for blank faxes received without a fax number on the header. Therefore, they are deleted.
 - Program your fax number and facility name in the header of your fax.

BASIC INFORMATION:

- Make sure your fax machine is cleaned periodically since this affects transmission quality.
- Use dark blue or black ink to fill out the form.
- If not on the Meditech system, please use font size 11 for patient labels. If you are using Meditech labels, please also write the PHN on the authorization form. The Meditech labels are small and very hard to read.
- Use the 1250 form with the white AADL front page and fax this white copy, followed by any required clinical documentation. Only the front page is required, not the back page.
- Faxing smaller batches enable more efficient and accurate processing by AADL staff. Fax a maximum of:
 - **four** 1250 authorization forms with attachments such as prescriptions, lower leg assessments, or bladder records; or
 - **two** 1251 manual wheelchair authorization forms with spec sheets at one time.
- Please use original spec sheets.
- On **ALL** attachments, indicate the client name, PHN and authorization number.
- When submitting an authorization change and correction form, always indicate the catalogue code.
- Enter the form number in the Clinical/Additional Information section or on the fax cover sheet.
- There is no need to shrink or fax forms on two pages. The AADL fax machine handles 8 1/2" X 14" sheets. Check to make sure your fax machine handles 8 1/2" X 14" sheets.
- There is no need to follow up with a mailed paper copy of the form. If you do, clearly indicate that you have already faxed the form to AADL.
- Mail the vendor copy to the vendor.
- Keep a hard copy on the client file (this may be the copy entitled AADL if that is the most legible).

ADDITIONAL INFORMATION:

- Authorizations for palliative clients or clients with urgent skin breakdown issues requiring seating benefits are identified as high priority as they are received and are processed immediately.
- Quantity and Frequency Review (QFR) forms and documents are faxed to the QFR fax line 780-644-1521.
- Respiratory forms are faxed to the Respiratory fax line 780-638-3254.

For more fax information, questions or concerns, please contact Maria Viegas at 780-644-3841 or toll-free by dialling 310-0000, then 780-644-3841 when prompted or email at Maria.Viegas@gov.ab.ca or AADL.reception@gov.ab.ca.