

Important News and Reminders for All AADL Stakeholders

E-subscribe for AADL update notification

You can now subscribe to receive e-mails informing you of the latest updates to the AADL website by joining our list. Simply go to the AADL homepage at www.seniors.alberta.ca/aadl/ and click on the subscription link to register.



New Cost-Share Exemption Application forms now available

With the beginning of the new benefit year on July 1, 2009, authorizers and vendors are encouraged to recheck the cost-share exemption status of their clients. If your client has already submitted the new Cost-Share Exemption forms sent out in January, a new form is not needed.

The new, generic Cost-Share Exemption form is now available. Since applicants will only have to apply once unless their family status changes, the new form will not change from year to year. There will be no restrictions on order amounts, but authorizers are still encouraged not to stockpile the forms.

There is no need to call the AADL office to order forms. For your convenience, order forms/envelopes online at: https://secure5.datagroup.ca/acsc/request_ext.asp

If you are unable to order online, you can fill out the Forms and Publication form in your manual or on the AADL website and fax it to the number on the form.

New, updated, fillable AADL Complaint form now online

The new AADL Complaint form is now available online for the use of clients, authorizers and vendors at:

www.seniors.alberta.ca/aadl/av/manual/PDF/05_complaint_form.pdf
For your convenience, this form is fillable, meaning you can fill the form out online, save it and print it. Then just sign it and mail or fax it to AADL.

Online Client Declaration and Vendor Change forms

AADL encourages all vendors and authorizers to make use of the online versions of the Client Declaration and Vendor Change forms. Both are easily available, either through the e-business site under "Forms" or on the AADL website at www.seniors.alberta.ca/aadl/av/forms_brochures/index.asp

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News and Information

Cost-Share Exemption Cards

In previous Bulletins, AADL highlighted that Cost-Share Exemption cards are no longer issued. So how do you know if a client is cost-share exempt?

AADL has ensured that all authorizers, vendors and specialty suppliers have access to the AADL Interactive Voice Response (IVR) and can use this system to check clients' cost share exemption status. Vendors and specialty suppliers can also use the e-business site to check for cost-share exemption status.

AADL manuals: AADL's "going green" policy has saved many trees. When registering for a new or refresher workshop, authorizers will be notified of any selected bulletin material that they will need to bring with them, which saves us all from printing the entire manual. The list of materials required for various workshop components is at www.seniors.alberta/aadl/av/training/index.asp

AADL bulletin and updates: The AADL website is where you'll find the bulletin and update package which are normally produced in March, July, October and sometimes December of each year. Minor updates to the manual are made occasionally. Better yet, subscribe to our automated service (see page one) for e-mail notification of updates.

The AADL Manual Update Schedule on the last page 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
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Edmonton, Alberta T5J 0Z2

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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.

Attention all Respiratory Therapists!

According to the College and Association of Respiratory Therapists of Alberta (CARTA) Standards of Practice, a physician's prescription is needed to assess and treat a client. A verbal order is acceptable, but has to be followed up by a signed order by a physician.



AADL may require testing to ensure continued funding. Prescriptions for therapy or testing cannot be issued by AADL or AADL's Respiratory Medical Consultant, Dr. Easton. The client should obtain a prescription from their physician.

RAMP — using current application forms will streamline services to clients

To avoid delays in processing, the Residential Access Modification Program (RAMP) requests you use the current application forms. The new 2009-2010 application forms include a request for information. This allows the program to access a client's income tax information in order to confirm income so it will no longer be necessary to forward the Notice of Assessments for applicants and/or spouses and co-applicants.

The exceptions to this guideline are self-employed people who will need to forward a copy of pages 1 to 4 (and all applicable statements) of their 2008 Personal Income Tax forms with their RAMP application. Those who have not filed their 2008 Personal Income Tax will need to call the RAMP office to discuss their situation.

The new RAMP application forms for the 2009-2010 benefit year will be available on the RAMP website in July. The old forms cannot be submitted after July 1, 2009. For fast service, e-mail any questions to RAMP.

For further information:

Phone: Edmonton at 780-427-5760 or toll-free from anywhere in Alberta at 1-877-427-5760.

E-mail: RAMP@gov.ab.ca

Web: www.seniors.alberta.ca/aadl/ramp

Medical/Surgical News

Authorizers - prevent Change Form returns

AADL would like to avoid returning forms. When you complete a Change Form, please follow this procedure:

- Delete previously authorized products that the client no longer clinically requires.
- If the client clinically needs a combination of products, please adjust quantities and provide clinical rationale on the form.
- Ensure the date on the Change Form is the date that you re-assessed your client, not the original date that was on the 1250 form.
- If the previous authorization has expired due to low usage, provide rationale for your request as well as the quantities requested.



Two month supply of product

AADL continues to appreciate that authorizers and vendors are educating their clients about the contractual obligation of vendors to limit sales of product for the current two months.



If a client believes he/she requires more than a two months' supply, vendors can explain the following two choices:

- Clients can purchase the extra quantities for the extra time above the two-month supply.
- Clients are to be encouraged to contact their AADL authorizer for a reassessment. A reassessment may indicate that the client needs a different type of product. If there is a clinical need for the extra quantities that the authorizer supports, a QFR may be submitted by the authorizer.

Soft supports

Effective April 1, 2009, S 651 no longer needs prior approval and you do not need to call AADL prior to completing the 1250 or Change Form. Please review the revised policies regarding this benefit and the revised catalogue list online. A new soft support product code has been added.

E-business and authorization forms

AADL Medical-Surgical clerks would like to reduce the number of calls from vendors regarding clients' current authorization status. Vendors are referred to the e-business website which displays the client's current authorization status, what products are authorized, the quantities the client is eligible for every two months, the authorizer identity, and the authorization expiry date. Using e-business instead of phoning, streamlines the process for us all.

Incontinence supplies - diapers

Calling all Authorizers and Vendors who are passionate about continence-diapers!

AADL is establishing a working group to look at the present delivery of continent products, cost structure, and best practice standards. If you are interested in participating in these teleconferences, please contact Ms. Lauran Chittim at lauran.chittim@gov.ab.ca, 780-422-4846 or toll-free at 310-0000, then 780-422-4846 when prompted.

Products - swimmer diapers

As summer approaches, this is a friendly reminder that "swimmer diapers" are not a benefit of AADL.



Change of Vendor Request

AADL has a Change of Vendor Request form available online for all authorizers and vendors to print off and use available at www.seniors.alberta.ca/aadl/av/forms_brochures/pdf/change_of_vendor_request.pdf. This form can expedite the change of vendor process and eliminates the need for the client to directly contact AADL by phone.

Burnscar garments

AADL provides burnscar garments for specific uses as indicated in the policies and procedures manual. Authorizers play an important role in ensuring their assessors are aware of the limitations of burnscar garment benefits.

Medical/Surgical News

Urology Nurses of Canada Conference

The Urology Nurses of Canada's national conference is being held in Edmonton this year from September 24 to 26, 2009 at the Westin hotel.

For more information or to register please go to www.unc.org

Authorizations and Change forms, and vendor practices for compression garments



To streamline service to clients, please ensure that a copy of the lower leg assessment is attached to the compression garment Authorization or Change Form.

AADL would appreciate vendors initially providing new clients with only one pair of compression stockings so it can be determined that:

- the client is using the compression stockings as intended.
- the compression authorized is adequate. This is especially important when a lower leg ulcer has just been closed.
- the length of compression stocking authorized meets the client's needs.

If all three pairs of compression stockings are provided at one time, the client and the authorizer have limited options if the original compression authorized does not meet the client's clinical needs.

Sending in the authorization

To avoid delays in supplying product to AADL clients, authorizers are encouraged to send appropriate copies of authorization to both AADL and the preferred vendors who are supplying the benefits.

The vendor cannot invoice AADL for the benefits provided until AADL has received the 1250 form from the authorizer and has entered it into the AADL information system. The vendor is not obligated to provide any benefit unless they have a valid authorization form.

When a vendor shows good will and provides an item to the client with only a promise of an authorization, they cannot claim for the item until there is an authorization. If an authorization isn't issued, the vendor takes a loss on the provision of the benefit.

Medical/Surgical Quantity and Frequency Review (QFR) and Change Forms

If an authorizer has submitted a QFR for one particular product and it was approved, the approval is for that product only and is non-transferable to other products.

If, during the QFR approval, your client's needs have changed and they still clinically require extra quantities, please follow this process:

- A Change Form is submitted for the new products within AADL's normal maximum parameters.
- A QFR is submitted for the extra quantities for the new product.

A Change Form from an authorizer to a vendor for quantities above AADL's maximum parameters cannot be approved by AADL.

When you go on e-business to review your client's authorization, it will confirm that the extra quantities requested from the authorizer was not accepted by AADL. When this happens, vendor follow-up with the authorizer is recommended. Also, authorizers may have to investigate other options for third party funding.



Mobility and Equipment

New Approved Product Lists (APLs)

The new equipment and wheelchair APLs and manual pages are now updated. It is best to use current APLs when discussing product and price with the client.

New large recyclable equipment benefits include:

- Roll-in Buddy+ tilt
- Neptune Bath lift with reclining back option
- Reliant 450 power lifter

New wheelchairs include:

- Zippie Iris manual wheelchair
- TDX Spree power chair replaces discontinued M71
- Quantum 6000Z replaces Quantum 6000
- Quantum R4000
- Ranger Express
- Quickie Xperience replaces Rhythm
- Quickie Z-Bop
- Sunrise 323 replaces discontinued F11
- Permobil C300 pediatric chair
- PDG Benley Express
- PDG Stellar Express



Additionally, AADL will buy the following equipment options:

- Patriot Super-low
- Pride Tru Balance 2 Tilt/recline
- Sunrise Eclipse seating

AADL wait times

Currently, the large recyclable equipment orders are up to date. Wheelchairs are approximately 4 weeks behind. Palliative orders are current.

Transition to battery-operated lifters

The transition to battery-operated lifts has been successful. Clients who are still using a hydraulic lifter and want to exchange it for a battery-operated one can see an authorizer to complete an authorization form. AADL still has some lifters available in the recycle pool for exchange.

Prior approval

Items marked "prior approval" on the equipment and wheelchair APL require extra clinical information (e.g., the client's weight for a heavy duty product). Simply add the clinical justification on the 1250 or 1251 form.

Walkers, walkers, walkers



Here are some important facts about walker assessment, prescription and supply.

The walker prescribed should be used for a minimum of four years. Authorizers can update their knowledge of walkers by attending a seminar about walker prescription. If a two-wheeled walker is required during rehabilitation and a four-wheeled walker will be required after the client is rehabilitated, the client can

borrow a two-wheeled walker and the AADL authorization can be completed at a later date when the equipment for use by the client for the next four years is chosen.

Permanent loaners

Please contact Bill McBride (Bill.McBride@gov.ab.ca) if you need permanent loaner equipment for your community equipment/short-term use equipment pools. Chairs are available in the inventory. AADL also has hydraulic lifters if anyone needs them for short-term use in the community.

Bed orders — do it once

When ordering a homecare bed, it is important to include the extra parts you might need (mattress, bed rails, trapeze, over-the-bed table). This will avoid a costly second shipment.

Wheelchairs: super-low, ultra hemi and more



The Approved Products List indicates that when you order special features, such as super-low or ultra hemi wheelchairs or angle adjustable backs, clinical justification on the 1251 form is needed.

Track lifters

When ordering a track lifter for a client, please indicate on the AADL authorization form that the client has funding planned for the installation of the track for the lifter.

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AADL Manual Update Schedule 2009

EFFECTIVE DATE	MANUAL SECTION AND TITLE	FILE(S) TO BE UPDATED
TBA	Section D: Mastectomy Prostheses	Manual D Policies & Procedures
July 1, 2009	Section F: Custom-Made Footwear	Custom-Made Footwear Benefits Manual
December 1, 2009	Section F: Custom-Made Footwear	Custom-Made Footwear Approved Product List
July 1, 2009	Section F: Shoe Elevations	Shoe Elevations Benefits Manual
December 1, 2009	Section F: Shoe Elevations	Shoe Elevations Approved Product List
July 1, 2009	Section F: Therapeutic Footwear	Manual F-TS Policies & Procedures
September 1, 2010	Section F: Therapeutic Footwear	Manual F-TS Approved Product List
July 1, 2009	Section G: Recyclable Benefits (Bathing/Toileting)	Manual G Policies & Procedures, Approved Product List and Vendor List
October 1, 2009	Section H: Hearing Aids	Manual H Policies & Procedures and Vendor List (possible)
July 1, 2009	Section K: Recyclable Benefits (Pediatric)	Manual K Policies & Procedures, Approved Product List, Vendor List
July 1, 2009	Section L: Recyclable Benefits (Beds/Lifters)	Manual L Policies & Procedures, Approved Product List, Vendor List
September 30, 2009	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
July 1, 2009	Section P: Prosthetics	Manual P Policies & Procedures
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
July 1, 2009	Section V: Wheelchair Accessories	Manual V Policies & Procedures and Approved Product List
July 1, 2009	Section W: Wheelchairs and Mobility Bases	Manual W Policies & Procedures, Approved Product List, Vendor List
April 1, 2010	Section X: Seating	Manual X Approved Product List
July 1, 2010	Section Y: Ocular Prosthesis	Manual Y Approved Product List



Current AADL Program Manual Updates

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

SECTION	REMOVE FROM MANUAL	REPLACE IN MANUAL	COMMENTS
General Information	AADL Telephone Listing	AADL Telephone Listing	Updated
General Information	Re-order Form	Re-order Form	Updated
General Information	Complaint Form	Complaint Form	Updated
B	Bathing and Toileting Aids P&Ps p B-9 to B-10	Bathing and Toileting Aids P&Ps p B-9 to B-10	Updated
	Manual B Catalogue Listing	Manual B Catalogue Listing	Updated
C	Manual C Catalogue Listing	Manual C Catalogue Listing	New
D	Mastectomy Prostheses P&Ps – entire section	Mastectomy Prostheses P&Ps – entire section	New
F	Shoe Elevations P&Ps – entire section	Shoe Elevations P&Ps – entire section	Updated
	Manual F-TS Catalogue Listing	Manual F-TS Catalogue Listing	Updated
	Therapeutic Shoes – Vendor List	Therapeutic Shoes – Vendor List	Updated
	Custom Modifications on Therapeutic Shoes for High-Risk Foot Clients – Vendor List	Custom Modifications on Therapeutic Shoes for High-Risk Foot Clients – Vendor List	Updated
	Total Contact Inserts for High Risk Foot Clients – Vendor List	Total Contact Inserts for High Risk Foot Clients – Vendor List	Updated
G	Manual G P&Ps - ToC; G-13 to G-16, G-21 to G-24	Manual G P&Ps - ToC; G-13 to G-16, G-21 to G-24	Updated
	Manual G APL – remove cover	Manual G APL – includes cover	Updated
	Manual G APL – entire section		
J	Burnscar Garments Catalogue Listing	Burnscar Garments Catalogue Listing	Updated
K	Manual K P&Ps – K-9 to K-14	Manual K P&Ps – K-9 to K-14	Updated
	Manual K APL – remove cover	Manual K APL – includes cover	Updated
	Manual K APL – entire section		
L	Manual L P&Ps – L-1 to L-2, L-13 to L-26	Manual L P&Ps – L-1 to L-2, L-13 to L-26	Updated
	Manual L APL – Lifts and Transfer Aids - remove cover	Manual L APL – Lifts and Transfer Aids – includes cover	Updated
	Manual L APL – Lifts and Transfer Aids – entire section		
M	Manual M Catalogue Listing	Medical/Surgical Supplies Catalogue Listing	Updated
	Medical/Surgical Vendor Lists – all	Medical/Surgical Vendor Lists – all	Updated
	Incontinence Supplies	Incontinence Supplies	New
N	Manual N Catalogue Listing	Manual N Catalogue Listing	Updated
O	Orthotics P&Ps – O-10 to O-210	Orthotics P&Ps – O-10 to O-210	Updated
	Orthotic Suppliers	Orthotic Suppliers	Updated
P	Prosthetics P&Ps – P-20 to P-280	Prosthetics P&Ps – P-20 to P-280	Updated
	Prosthetic Suppliers	Prosthetic Suppliers	Updated
S	Manual S Catalogue Listing	Manual S Catalogue Listing	Updated
T	Manual T Catalogue Listing	Manual T Catalogue Listing	Updated
V	Manual V APL – entire section	Manual V APL – entire section	Updated
W	Manual W APL – remove cover	Manual W APL – includes cover	Updated
	Manual W APL – entire section		
X	Manual X Approved Product List	Manual X Approved Product List	Updated
	Seating Services List	Seating Services List	Updated

Included in the update package is a list of vendor changes from February 1, 2009 to May 29, 2009.

For the most recent vendor lists, please use the website list.