

Alberta Health

**Alberta Aids to Daily Living
Seating Benefits**

Policy & Procedures Manual

May 27, 2014



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Policy X – 01

Eligibility Criteria – Seating Benefits

Policy Statement:

Clients must meet the AADL Program general eligibility criteria and the following:

- Must be assessed by an AADL approved seating team.
- Must have a permanent mobility base e.g., wheelchair, power wheelchair, stroller, etc. The mobility base can be privately owned or AADL-funded, but cannot be a temporary loaner or rental equipment.
- Eligible for one seating system only. If client has more than one mobility base, client is responsible for funding additional seating systems.

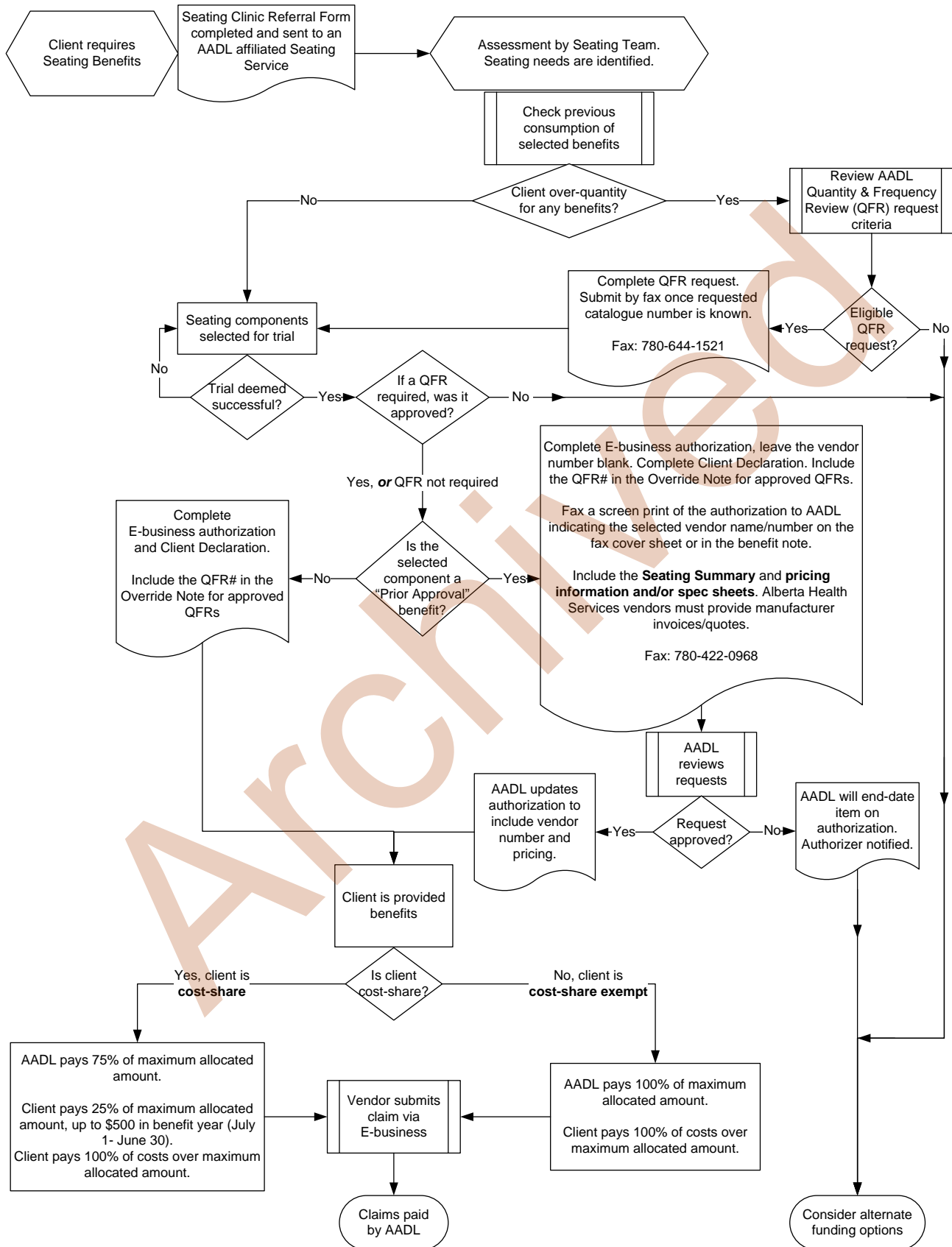
Procedure:

Authorizers:

1. Determine if a client is eligible for benefits.
2. Follow process outlined on page 6.

Clients:

1. Pay cost-share contribution, if applicable.
2. Follow process outlined on page 6.



Policy X – 02

Prior Approval Process – Seating Benefits

Policy Statement:

Some seating benefits are designated as prior approval and must be approved by the AADL Program Manager following an assessment of the client by a seating team and prior to providing and invoicing AADL for the seating benefits.

Procedure:

Clients:

1. Attend AADL approved seating services clinic to obtain an assessment.

Authorizers:

1. Check client consumption on E-business or Interactive Voice Response (IVR).
2. Ensure the client has been assessed by an AADL approved seating services team.
3. Forward clinical justification, pricing and authorization information to AADL program manager for seating.
 - a) For products provided through a private retail seating vendor. Provide specification sheets and/or pricing.
 - b) For publically-funded (Alberta Health Services) seating vendor, provide manufacturer's invoice costs.
4. Refer to flowchart in Policy X-01 on page 6.

Vendors:

1. Ensure prior approval obtained before providing benefits or invoicing AADL.
2. Refer to flowchart in Policy X-01 on page 6.

AADL:

1. Reviews prior approval requests.

Policy X – 03

Seating Team Composition

Policy Statement:

All clients must be assessed by an AADL approved seating team. The Seating Team members are interdisciplinary and must include:

1. The client
2. The caregiver
3. An Occupational Therapist
4. A Physical Therapist
5. A Commercial Seating Technician of an AADL seating vendor and/or
6. An Adaptive Seating Technician, and
7. Other disciplines as required, e.g., Physiatrist

Procedure:

Seating Teams:

1. Ensure appropriate members are included in the interdisciplinary seating team.

Policy X – 04

Qualifications of the Seating Team

Policy Statement:

Clinical members on the team must meet the qualifications list below. In addition, these seating team members are expected to continue upgrading their expertise by attending other seating education courses offered by international or national conferences and manufacturers. Qualifications and continuing education courses required of members of the seating team include:

Therapists:

1. Must be either an Occupational Therapist or Physical Therapist.
2. At least one therapist must be an AADL Authorizer.
 - a) The senior seating therapist must have a minimum seating experience of 24 client assessments and application of seating systems over a 12-month period. The seating experience is not limited to AADL clients. Exceptions to this standard must have AADL prior approval.
 - b) All therapists should have 16 hours per year of education in wheelchair accessories and seating.
 - c) Must be knowledgeable and experienced with wheelchairs.
 - d) Must complete AADL Seating training.

Vendors:

1. Must be an AADL Program approved vendor and have a current AADL wheelchair and seating agreement.
2. Must be knowledgeable in the policies and procedures of AADL.
3. Must be an authorized manufacturer's dealer for all seating products approved by the AADL Program.
4. Must maintain an "adequate" inventory to meet the needs of the seating team, with the expectation that the seating therapists submit equipment requests to the vendor at least two weeks prior to client's seating appointment for trial of equipment.
5. Must employ a commercial seating technician dedicated to be part of the Seating Team.

6. Must support the ongoing education of the commercial seating technician(s) as documented annually on the Commercial Seating Technician's Qualifications form.
7. Must notify AADL immediately of staffing changes regarding their commercial seating technician(s).

Commercial Seating Technicians:

1. The senior commercial seating technician must have a minimum seating experience of 24 client assessments and application of seating systems over a 12-month period.
2. The seating experience is not limited to AADL clients. Senior seating technicians will be indicated in the Seating Suppliers' Vendor List.
3. All seating technicians must complete the approved manufacturers' training program in all the specialized seating products on the Seating Approved Products List (APL) and complete the Commercial Seating Technician's Qualification Initial Submission.
4. All seating technicians must continue to update manufacturers' training annually in all seating/wheelchair accessory products.
5. All seating technicians must have a minimum of 50 hours/per year of education in seating/wheelchair accessory benefits as documented on the Commercial Seating Technician's Qualification Annual Update.
6. Senior seating technicians must be knowledgeable in the assessment of wheelchairs with a minimum of two years' experience.

Adaptive Seating Technicians:

1. The senior adaptive seating technician must have a minimum of 600 hours (75 clients at 8 hours/client) of experience/education in the assessment and application of seating systems.
2. The seating experience is not limited to AADL clients. Exceptions to this standard must have AADL prior approval.
3. Must be knowledgeable about working with various metals, wood, plastics, viscoelastic, gels and polyurethane foams.
4. Knowledge of commercial seating components and systems.
5. Basic knowledge of mobility bases.
6. Have a basic anatomy course and a basic biomechanics course.

Procedure:

Seating Teams:

1. Ensure all members of the seating team meet qualifications and continuing education requirements.
2. Complete and submit appropriate applications and update forms to AADL.

AADL:

1. Provides product ranges to therapists and vendors.
2. Maintains and updates vendor lists and lists seating technicians.
3. Provides training regarding AADL policies and procedures for seating.

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Policy X – 05

Seating Team Roles and Responsibilities

Policy Statement:

Each member of the Seating Team must have a functional working relationship with other members of the team. Roles and responsibilities of individual members as outlined in the procedure section must be met.

Procedure:

AADL:

1. Establishes the seating service standards, for provision of AADL benefits.
2. Updates the Seating Approved Products List.
3. Provides payment for seating benefits in a timely manner for eligible clients based on accepted Program policies and procedures.
4. Monitors compliance with seating policies.

Seating Teams:

The following are roles for all team members:

1. Assess the client with the relevant Seating Team members and determine the appropriate components for the client.
2. Determine client eligibility for AADL benefits.
3. Ensure commercial seating system is trialed for a maximum of one week.
4. Accept the responsibility to facilitate the informal recycling of seating equipment for other seating clients referred to the seating clinic.
5. Provide written instructions to clients on the care and maintenance of the seating system.
6. Determine and ensure seating outcome standards and outcome measures have been met.
7. Provide at least one follow-up seating service evaluation within three months (includes a client and caregiver satisfaction questionnaire completed in person or by mail-out).

Therapists (AADL Authorizers):

1. Determine eligibility for AADL seating benefits.
2. Confirm previous consumption of AADL benefits prior to creating E-business authorization. If client is over quantity, follow Quantity and Frequency Review process.
3. Create an AADL E-business authorization using the seating benefits Approved Products List.
4. Two therapists must be present for the initial assessment for a commercial system seating client. One therapist and commercial seating technician must be present for the fitting for a commercial system seating client (a second seating therapist is to be available for consultation).
5. Two therapists must be present for the assessment of a custom-made system seating client. One seating therapist and the adaptive seating technician must be present for fitting of the custom-made system client (a second seating therapist is to be available for consultation).
6. Abides by individual vendor trial and/or loaning policies.
7. Provides the commercial seating technician with the potential inventory required for the scheduled seating clinic at least 2 weeks prior to the clinic.

Commercial Seating Technicians/Commercial Seating Vendor:

1. Present for the initial fitting of the commercial seating components with the client and for follow-up as required.
2. Provides equipment for loan and assessment purposes for a maximum of 1 week.
3. Provides manufacturers' information regarding the seating components and warranty coverage to the client, client's family and caregivers as appropriate.
4. Assists with the informal recycling of previously used seating components as appropriate.
5. Provides component parts identified on the seating Approved Products List.
6. Provides therapist recommended, minimal cost effective customization of the modular components as listed below, or that has received prior approval from AADL:
 - Cut cushion/base
 - Increase groove of channeling
 - Add small addition for leg length discrepancy
 - Offset "T" nuts
 - Growth brackets to base
 - Minimal modifications to ischial dishing
 - Laterals cut/shaped
 - Reposition Kid Kart belts

- Second brackets on a second wheelchair
 - Reinforce laterals/headrests.
7. Invoices the AADL Program after the Seating Authorizer has authorized the appropriate seating system and the system has been received by the client. The vendor must bill AADL the actual cost for the seating system which may be less than the prices set out in the Seating Approved Products List (APL).
 8. A senior seating technician must directly supervise commercial seating technicians with experience of less than 24 clients per year. Exceptions to this standard must have AADL prior approval. Prior approval by AADL will be based on:
 - Commercial seating technicians with experience of less than 24 clients per year can provide service for 1 month, and can be extended up to 3 months if the OT/PT team agree and have no concerns. The clinic will inform AADL about this temporary situation.
 - The technician must have a good working knowledge of wheelchairs, and wheelchair configuration and adjustment, and a basic working knowledge of seating.

Adaptive Seating Technicians/Custom-Made Seating Vendor:

1. Present for the assessment and initial fitting of the commercial/custom-made seating components with the client and for follow-up as required.
2. Responsible for the fabrication of the seating components/system if appropriate commercial seating components are not available or if a commercial seating system cannot be fit for the client.
3. Responsible for the workmanship of any adaptation of commercial seating components in order for the system to fit the client.
4. Assist with the informal recycling of previously used components as appropriate.
5. Provide only component parts identified on the Seating Approved Products List (APL).
6. Invoices the AADL Program after the Seating Authorizer has authorized the appropriate seating system and the system has been received by the client. The vendor must bill AADL the actual cost for the seating system which may be less than the prices set out in the Seating Approved Products List (APL).
7. Provide documentation to AADL confirming a two-year warranty against defects, materials and supplies in the fabrication of the seating system.
8. All materials and supplies used in the fabrication of the seating systems must comply with AADL fire-retardancy standards.

Policy X – 06

Use of Trial Seating Equipment Under AADL

Policy Statement:

Use of trial seating equipment to be authorized under AADL must adhere to the following rules:

- The maximum time that the following equipment can be provided for trial is one week:
 - Seating components
 - Wheelchair Accessories
- Equipment that is subject to soiling or contamination during trial must be protected to eliminate this possibility.
- Damages or soiling of assessment equipment in the possession of the client or therapist is their financial responsibility. The AADL vendor has the right to recover these damages or cleaning from the client.
- Trial equipment may or may not be the exact equipment that will be ordered for the Client.
- Trial equipment must be returned to the supplying vendor within the time set out above in the same condition it was sent.

Procedure:

Seating Teams/Client:

1. Follow the above equipment trial rules.

Policy X – 07

Telehealth: Seating Benefits

Policy Statement:

Seating telehealth enables clients who are unable to travel to an approved seating clinic to be provided seating benefits through the AADL Program.

The seating team must include:

1. At the remote-site setting:
 - The client
 - Physiotherapist or Occupational Therapist (the remote assessor therapist)
 - Caregivers
 - Other health professionals as required
 - The commercial seating technician
2. At the seating clinic site (i.e. the AADL approved seating clinic):
 - Two seating therapists. Exceptions to this requirement are dependent upon the experience and expertise of the remote assessor therapist. AADL, in consultation with the seating clinic therapists, may approve the requirement for only one seating clinic therapist to be present during the seating telehealth assessment.

Procedure:

Seating Teams:

1. The remote assessor therapist performs the assessment in view of the seating clinic therapists.
2. The seating clinic therapists complete Assessment Form C and Outcome Summary Form D (available under e-business – Forms):
 - On Assessment Form C, indicate the name of the remote assessor therapist as part of the seating team members present.
 - All therapists' names must be indicated on Outcome Summary Form D.
3. Remote assessor therapist's name must be printed on the Outcome Summary Form D (available under e-business – Forms).

- A seating clinic therapist must create the e-business authorization.
 - Document on client benefits notes that assessment was completed via telehealth. Indicate remote site where client was seen. For example: “Client assessed by Glenrose Seating from remote Edson site. OT Mary Smith present with vendor in Edson.”
4. If the seating system trial is not successful and a reassessment is required for the development of a different action plan/components, the seating Telehealth reassessment must be attended by the same composition of therapists.

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Policy X – 08

Telehealth Therapist Qualifications

Policy Statement:

The remote telehealth therapist has:

- Experience in wheelchair/cushion ordering.
- Participated in the assessment and fitting of 4 seating clinic clients.
- Establish working relationship with the seating clinic they are connecting with.

Procedure:

Seating teams:

1. Ensure above qualifications are in place for therapist involved in the telehealth seating clinic.

Policy X – 09

Quantity and Frequency Limits

Policy Statement:

Clients are eligible for seating benefits subject to the quantity and frequency listed on the Seating Approved Product List.

Seating benefits are provided to eligible clients based on need. Replacement occurs only when the previous seating equipment is no longer suitable to meet the client's needs due to a change in medical condition, or the equipment cannot be cost effectively repaired.

Clients are eligible for only one seating system even if they have more than one mobility base.

Clients are responsible for the costs of duplicate seating components if the components cannot be transferred between mobility bases.

Procedure:

Authorizers:

1. Advise clients of quantity and frequency limits.
2. Follow the Quantity and Frequency Review (QFR) process, if the client is over-quantity.

Clients:

1. Are responsible for costs of equipment outside of AADL's quantity and frequency limits.

AADL:

1. Determines quantity and frequency limits of seating benefits.

Policy X – 10

Repairs/Modifications – Seating Benefits

Policy Statement:

The AADL Program provides funding for repairs/modifications to AADL-funded seating equipment. AADL only funds repairs/modifications due to normal use, growth or change in condition. AADL will not fund repairs/modifications for damage due to misuse.

Procedure:

Seating Technicians/Adaptive Seating Technicians:

1. Determine costs of repairs.
2. Submit costs to AADL for approval using Seating Equipment Repair Request Form E1 (available under e-business – Forms).

Clients:

1. Responsible for cost of repairs or replacement due to misuse.

AADL:

1. Approves or denies request.

Policy X – 11

Client Responsibility – Insurance Coverage

Policy Statement:

Clients are responsible for the cost of replacing seating devices that have been lost, stolen, or damaged due to misuse.

Procedure:

Authorizers:

1. Advise clients of their responsibilities.
2. Advise clients of the warranty period for the product.
3. Advise clients a Quantity and Frequency Review request cannot be submitted for lost, stolen, or damaged devices.

Clients:

1. Purchase home owners/tenants insurance, or obtains private insurance to cover the cost of replacement.
2. Advise AADL when a lost or stolen product has been replaced.
3. Are aware of warranties.

Policy X – 12

Approved Suppliers

Policy Statement:

Eligible clients must receive seating benefits from the list of approved AADL Suppliers.

Procedure:

Clients:

1. Select a supplier of their choice from the list of approved suppliers on the AADL website.

Policy X – 13

Generic Seating Catalogue Numbers

Policy Statement:

Each type of commercial seating component has a generic catalogue number. Any commercially available seating component can be authorized using the appropriate generic catalogue number if:

- it matches the generic description,
- meets the AADL Seating Product Standards, and
- is produced by an AADL Approve Seating Manufacturer.

Generic catalogue numbers are only for commercial seating components and cannot be used to authorize custom-made seating components.

The AADL price for a seating component provided under a generic catalogue number is the manufacturer's retail price less the discount listed on the APL.

Each generic catalogue number is assigned a price maximum. This is the maximum amount that AADL will contribute towards the benefit, subject to the client's cost-share status. Costs over the AADL maximum are considered an upgrade and are the client's responsibility. Vendor must adhere to the AADL policies regarding benchmark pricing, (AADL General Policy and Procedures, Vendors: Section 7 "Provision of Benefits").

Procedure:

Seating Services:

1. Determines that the client's needs would be best met by a seating component that does not have a manufacturer specific catalogue number in the APL.
2. Ensure that the selected component:
 - a) matches the generic catalogue number description;
 - b) meets the AADL Seating Product Standards;
 - c) is produced by an AADL Approved Seating Manufacturer.
3. Determines the price of generic catalogue number product by subtracting the discount from the manufacturer's retail price listed in the APL.

For example:

Generic Catalogue Number Y-Belt with a 5% discount.

Manufacturer's retail price = \$85

Pricing procedure: $\$85 - 5\% = \80.75

AADL Maximum Contribution = \$80.75

Cost-Share Client = \$20.19

AADL portion for cost-share client = \$60.56

4. Document on the AADL E-business Benefit Note the manufacturer's name and part number, component cost and price to be invoiced to AADL as per the generic pricing calculation.

For Example, the Generic Catalogue Number Y-Belt Benefit Note:

Brand X Y-Belt, #10101, MRP: \$85, AADL: \$80.75

5. Advises client that costs over the AADL Maximum Contribution will be considered an upgrade.

Clients:

1. Acknowledge responsibility to fund upgrade costs.

AADL:

1. Reviews individual catalogue numbers by seating component group to identify gaps in seating benefits.
2. Creates new generic catalogue numbers as required.
3. Maximum price of the generic component will be determined by selecting a specific manufacturer's product. The product will be selected in consultation with seating services.
4. Maintains and updates the Seating Approved Product List for generic catalogue numbers and Approved Manufacturers.
5. Audits compliance with the generic catalogue policies and procedures.

Policy X – 14

Commercial Seating Product Minimum Standards

Policy Statement:

Any commercially available seating product provided under the Seating Approved Product List (APL) must meet the following minimum standards:

1. Warranty – The manufacturer must warrant that the product will be free from defects in material and workmanship for the below noted minimum years from the date the equipment was purchased:

Description	Warranty Period
Bases	2 years
Lateral Supports , Headrests	2 years
Pommels, Straps, Belts, Hip Bolsters, Wedges, Adductors, Abductors, Foot/Leg Supports, Arm/Shoulder Supports, Trays	1 year
Backs	2 years

2. Equipment Limitations – Equipment must have been in production for a minimum of one year in the North American market.
3. Liability Insurance – Equipment provided must have a minimum two million dollars comprehensive general liability insurance provided by the manufacturer.
4. Fire Retardancy – Materials must meet at least the California 117 Fire Retardancy Standard.
5. Covers – Equipment for which a cover is required, the cover must be a standard, no-charge feature. The latex content of the cover must be indicated in the product information.

Procedure:

Seating Services:

1. Ensure that all seating components provided to AADL clients meets the AADL Seating Product Minimum Standards.

AADL:

1. Reviews and updates standards as needed.

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Policy X – 15

AADL Approved Seating Manufacturers for Generic Seating Catalogue Numbers

Policy Statement:

Seating products authorized for AADL clients under the generic seating catalogue numbers must be from an AADL Approved Seating Manufacturer. The AADL Approved Seating Manufacturers are listed in the AADL Seating Approved Product List.

In order to be listed as an AADL Approved Seating Manufacturer, the manufacturer must:

1. offer products which conform to the Commercial Seating Product Minimum Standards, as described in Policy X-14;
2. provide annual in-servicing to all AADL Seating Services (including Authorizers, vendors and seating technicians);
3. have a manufacturer representative available for Alberta;
4. must permit all AADL Seating Vendors to be dealers.

Procedure:

AADL:

1. Reviews manufacturer requests to be added to the AADL Seating Approved Product List as an AADL Approved Seating Manufacturer.
2. Maintains a list of AADL Approved Seating Manufacturers including contact information for the Alberta manufacturer representatives.

Manufacturers:

1. Contact AADL Program Manager for Seating Benefits to request addition to AADL Approved Seating Manufacturers List.
2. Provide annual in-servicing to AADL Seating Services. Refer to <http://www.health.alberta.ca/documents/AADL-Vendors-Seating-Services.pdf>
3. Advise AADL of changes to manufacturer representative's contact information. Failure to do so will result in removal from the list of AADL Approved Seating Manufacturers.