

**Alberta Health**

**Alberta Aids to Daily Living  
Custom Made Ocular Prosthetic Benefits**  

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**Policy & Procedures Manual**

July 1, 2013



Superseded

## Revision History

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Overall manual formatting revisions, including updating of all policy numbers.	July 1, 2013
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## Policy Y – 01

### Custom Made Ocular Prosthetic Benefits Background

#### Policy Statement

1. The provider of custom made ocular prosthetic benefits must be an Ocularist. The provider must be employed by a facility that has an agreement with AADL to provide custom made ocular prosthetic benefits. With prior approval from AADL, a facility without an agreement from AADL may be reimbursed for providing custom made ocular prosthetic benefits to eligible AADL clients.
2. Clients must meet general AADL criteria and specific clinical eligibility criteria for AADL custom made ocular prosthetic benefits.

## Policy Y - 02

### Process for Obtaining Ocular Prosthetic Benefits

#### Policy Statement

Clients and providers will follow the AADL procedure for obtaining and providing custom made ocular prosthetic benefits.

#### Procedure

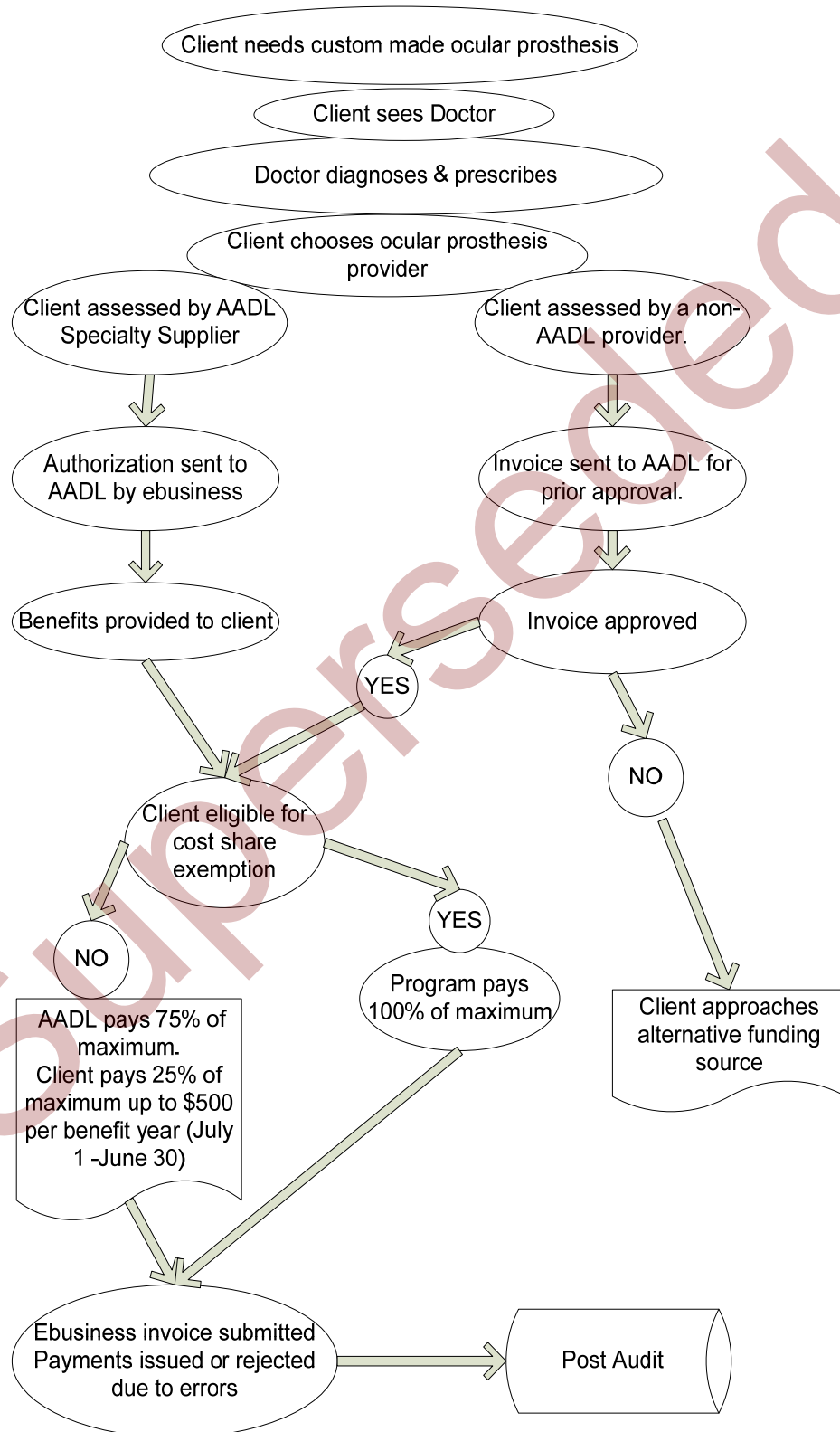
##### Clients:

1. Follow process outlined on page 7 of this policy.

##### Providers:

1. Follow process outlined on page 7 of this policy.

## Process for Obtaining Ocular Prosthetic Benefits



## Policy Y - 03

### Eligibility Criteria for Custom Made Ocular Prosthetic Benefits

#### Policy Statement

Clients must meet the general eligibility criteria from the AADL Policy and Procedure Manual and must obtain a generic prescription (free of any vendor advertising) from their physician.

#### Procedure

##### Clients:

1. Obtain a prescription from a physician indicating the need for custom made ocular prosthesis.
2. Sign the “Client Declaration” form.
3. Must seek alternative funding for custom made ocular prosthesis if ineligible.

##### Provider:

1. Determine client eligibility.
2. Maintain accurate, up-to-date client files, including: prescription(s), and clinical notes recording.
3. Document any patient encounter, which includes the initial assessment to the dispensing of benefits, and follow-up of all clients.
4. Retain the original signed client declaration on client file.
5. Do not accept prescriptions greater than three months old or with vendor advertising.

## Policy Y – 04

### Choice of Custom Made Ocular Prosthesis Provider

#### Policy Statement

1. Clients have a choice of custom made ocular prosthesis provider.

#### Procedure

##### Clients:

1. Select a custom made ocular prosthesis specialty supplier from the AADL approved Custom Made Ocular Prosthesis Vendor list.
2. If unable to access an AADL-approved vendor, clients may access an ocularist with prior approval for AADL.

##### AADL:

1. Maintains a list of AADL approved Custom Made Ocular Prosthesis Vendors that authorizers and clients may access for Custom Made Ocular Prosthesis information and services.



## Policy Y – 05

### Custom Made Ocular Prosthesis Devices Quantity and Frequency Limits

#### Policy Statement

1. Clients 18 years of age and older are eligible for one ocular prosthesis every 5 years.
2. AADL acknowledges the special growth issues of children and as such clients under the age of 18 are eligible for one ocular prosthesis every 12 months.

#### Procedure

##### Clients:

1. For those requests over the quantity and frequency limit, follow the Quantity and Frequency Review (QFR) process as outlined in the general AADL Policy and Procedure Manual.
2. Are responsible for the cost of the device if the QFR is denied.

##### Providers:

1. Confirm client consumption on the AADL E-business “PHN Inquiry” screen:
2. Advise the client of quantity and frequency limits.
3. Documentation procedure:
  - If it is over five years (or 12 months for clients under 18 years of age) since the client was provided an ocular prosthesis – document the quantitative rationale for replacing the ocular prosthesis on the AADL E-business Client Benefit Note screen.
  - If it is prior to the five years period (or 12 months for clients under 18 years of age) since the client was provided with an ocular prosthesis, follow QFR process as outlined in the AADL general Policy & Procedure Manual.

##### AADL:

1. Provides information on actual quantities and service dates to specialty supplier.

## Policy Y – 06

### Service Dates

#### Policy Statement

1. The service date used for submitting claims for an ocular prosthesis is the date the client actually receives the device.

#### Procedure

##### Providers:

1. Indicate the service date for each device on the claim according to the date the client received the benefit.

## Policy Y – 07

### Statement of Account

#### Policy Statement

1. Custom made ocular prosthetic benefit providers must provide every client with a statement of account for each ocular prosthesis invoiced to the AADL Program. The statement of account must include the AADL contribution and cost-share portion of each benefit (when applicable).

#### Procedure

##### Providers:

1. Provide client with a statement of account for AADL benefits when invoiced to the AADL Program.
2. For cost-share clients, identify the AADL contribution and the client's cost-share contribution for each benefit.
3. For cost-share exempt clients, identify AADL's contribution for each benefit.
4. Retain a copy of statement of account on client file.

##### AADL:

1. Conducts audits to identify discrepancies of costs between the claims received and the Statement of Account received by the client.

## Policy Y – 08

### Custom Made Ocular Prosthesis Provider Qualifications

#### Policy Statement

1. The provider of custom made ocular prostheses must be an Ocularist.

#### Procedure

##### Providers:

1. Notify AADL when changing location of employment.

##### AADL:

1. Provides a Specialty Assessor number.
2. Updates employment location information.

## Policy Y – 09

### Custom Made Ocular Prosthesis Provider Roles and Responsibilities

#### Policy Statement

1. Providers are responsible for providing benefits and services to clients in accordance with the AADL policies and procedures. General roles and responsibilities include:
  - Assessing clients.
  - Determining eligibility to receive AADL benefits.
  - Providing education to clients regarding the AADL program and device specific information.
  - Providing eligible clients with AADL benefits.
  - Providing clients with follow-up service.
  - Submitting authorizations and invoices for benefits.

#### Procedure

##### Providers:

1. Conduct assessment which includes:
  - a. Determines the client eligibility and cost-share status through:
    - i. History of provision of benefits.
    - ii. The cost-share status of clients.
    - iii. Obtaining appropriate physician prescription(s).
  - b. Recommend the most appropriate benefit that will meet the client's needs.
  - c. Explain cost-sharing and cost-share exemption policies to clients.
  - d. Explain to clients the quantity and frequency limit related to benefits.
  - e. Discuss client's expectations regarding function outcomes of the device.
  - f. Obtain client's signature on the Client Declaration prior to provision of benefits.

2. Provide Benefits:
  - a. Provide approved AADL Program benefits only as per the current Approved Products List.
  - b. Ensure replacement items are only provided when the current device no longer meets the client's needs and/or is not cost effective to repair.
  - c. Obtain prior approval as necessary.
  - d. Advise a client of their responsibilities.
  - e. Educate clients regarding proper wear and care of their prosthesis.
  - f. Provide a statement of account to the client for all AADL benefits provided and invoiced to the AADL Program.
3. Provide Service:
  - a. Provides appropriate follow-up activity that will ensure benefits serve the purpose for which they were provided.
  - b. Do not bill AADL for additional service or modifications relating to the provided benefit for a period of ninety (90) days after the final fitting.
  - c. Ensure trained staff is accessible and available to clients.
  - d. Ensure defective prosthesis are replaced at no cost to the Client or AADL.
  - e. Honour manufacturers' warranties.
  - f. Provide advice to clients.
  - g. Promptly resolve all errors relating to the assessment of a client's benefits (e.g., duplication of benefits, client's eligibility status, and assessment errors).
  - h. Resolve provider's errors at no cost to the client or AADL.

**AADL:**

1. Ensures provider comply with roles, responsibilities and contractual obligations.
2. Conducts post-audits reviews and compliance with business practices.

## Policy Y – 10

### Ninety (90) Day Follow-Up

#### Policy Statement

1. AADL will not fund any modifications to an ocular prosthesis within ninety (90) days of provision of the prosthesis. AADL expects that the provider will provide all necessary follow-up to ensure the device is able to be used for the purpose intended without additional cost to AADL or the client.
2. If the Client experiences a significant medical change and the ocular prosthesis is no longer functional and is no longer meeting the Client's needs a Quantity and Frequency Review (QFR) request should be submitted to AADL. See the AADL General Policies and Procedures.

#### Procedure

##### Provider:

1. Provide timely follow-up to ensure the ocular prosthesis is able to be used for the purpose intended.
  - a. Do not bill AADL or the client for follow-up.
2. Submit a QFR if there has been a significant medical change and the device is no longer functional and is no longer meeting the Client's needs and the client is not eligible for additional benefits.
3. Submit authorization under the repair catalogue number only more than ninety days after the provision of the device.
  - a. Ninety days is calculated starting the service date of the benefit.

##### Clients:

1. Pay cost-share portion if applicable.

##### AADL:

1. Monitors compliance with this policy.
2. Reviews QFR requests per the AADL General Policies and Procedures.