



Custom-made ocular prosthetics benefits

Alberta Aids to Daily Living
Program Manual Section Y

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Policy Y – 01

Custom-Made Ocular Prosthetics Benefit Description

Policy Statement

Alberta Aids to Daily Living (AADL) provides funding for custom-made ocular prosthetics for youth and adults, build up and polish of ocular prosthetics and examinations for Albertans under the age of 18.

The provider of custom-made ocular prosthetic benefits must hold qualifications stipulated under Policy Y – 04 Custom-Made Ocular Prosthetics Providers and be employed by a facility that has an agreement with AADL to provide custom-made ocular prosthetic benefits.

Clients must meet AADL general and benefit-specific eligibility criteria to qualify for AADL custom-made ocular prosthetic benefits.

The maximum funding amounts for devices is listed in Alberta Aids to Daily Living Approved Product List Y – Custom-Made Ocular Prosthetics.

Authorizations and claims for ocular benefits must be entered on the Alberta Blue Cross online health portal.

Policy Y – 02

Process for Obtaining Custom-Made Ocular Prosthetics Benefits

Policy Statement

Clients and providers must follow AADL general and benefit-specific policies and procedures for obtaining and providing ocular prosthetic benefits.

Ocular prosthetic specialty assessors/suppliers are responsible for ensuring a client is eligible to receive ocular prosthetic benefits prior to providing an ocular prosthetic device to the client.

The service date used for submitting claims for ocular prosthetic benefits is the date the client actually receives the ocular prosthetic device/service.

AADL and/or Alberta Blue Cross conducts audits of claims. Claims will be reversed if there is not sufficient evidence to support client eligibility.

Clients must meet AADL general and benefit-specific eligibility criteria to qualify for AADL ocular prosthetic benefits. Any exceptions must receive prior approval from AADL.

Albertans with private insurance that covers 100 per cent of the cost of the benefit are not eligible for the same benefit under AADL. Once the private insurance coverage has been ruled out or exhausted, the client may become eligible under Policy GN – 16 Client Eligibility in AADL Program Manual Section GN – General Policies and Procedures.

Procedure

Clients:

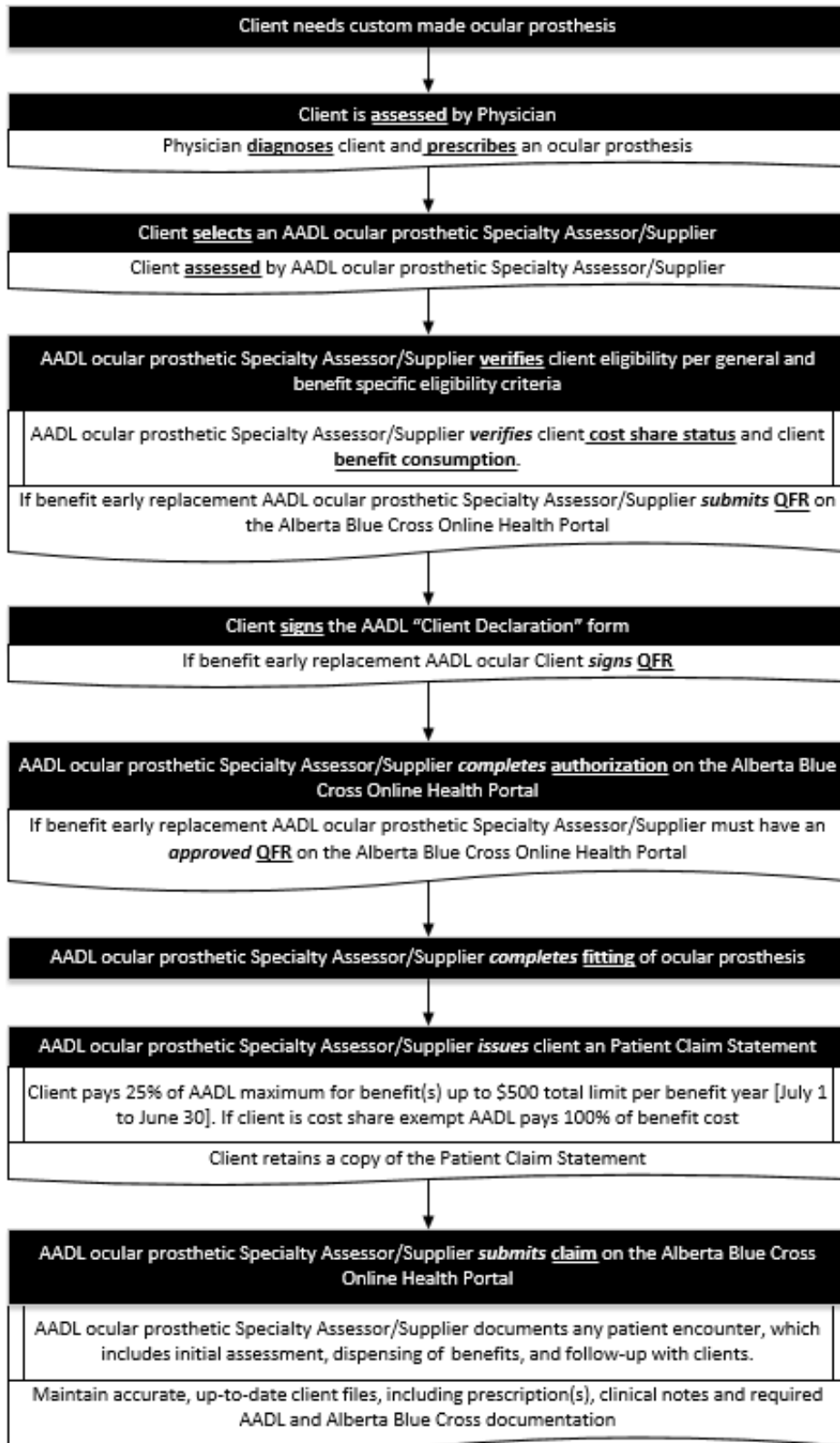
- Follow the procedure(s) and process for obtaining ocular prosthetic benefits as described in AADL general and benefit-specific policies and procedures, as outlined in Figure 1.

Providers:

- Follow the procedure(s) and process for obtaining ocular prosthetic benefits as described in AADL general and benefit-specific policies and procedures, as outlined in Figure 1.

Figure 1

Process for Obtaining Custom-Made Ocular Prosthetics Benefits



Policy Y – 03

Eligibility Criteria

Policy Statement

Clients must meet general eligibility requirements found in AADL Program Manual Section GN – General Policies and Procedures on-line at: <https://open.alberta.ca/publications/aadl-program-manual-gn>

To be eligible for AADL custom-made ocular prosthetic benefits, clients must have had the surgical removal of ocular tissue in one or both eyes.

The authorization for ocular prostheses does not expire. However, clients must be assessed by a physician and obtain a prescription for an ocular prosthesis free of any vendor advertising in order to qualify for the replacement of this benefit.

Procedure

Clients:

- Obtain a prescription from a physician indicating clinical diagnosis and associated need for custom-made ocular prosthesis.
- Select an AADL ocular prosthesis specialty assessor/supplier of custom-made ocular prosthetic benefits from Alberta Aids to Daily Living Approved Product List Y – Custom-Made Ocular Prosthetics available on the AADL website.
- Provide prescription to, and be assessed by, an AADL ocular prosthesis specialty assessor/supplier.
- Sign the Client Consent form.
- Seek alternative funding for custom-made ocular prosthesis if ineligible.

Providers:

- Determine if client meets AADL eligibility requirements, and verify client cost-share status and benefit consumption.
 - If early replacement of benefit is required, submit a quantity and frequency review request on the Alberta Blue Cross online health portal.
- Maintain accurate, up-to-date client files with clinical notes and required AADL and Alberta Blue Cross documentation including prescription(s), original signed Client Consent form, and patient claim statement(s).
 - Do not accept prescriptions greater than three months old or with vendor advertising.
- Document any patient encounter, which includes initial assessment, dispensing of benefits, and follow up with clients.
- Complete authorization on the Alberta Blue Cross online health portal, upload the Client Consent form and any other required documentation.

Policy Y – 04

Custom-Made Ocular Prosthetics Providers

Policy Statement

AADL will only provide funding to eligible clients who receive their custom-made ocular prosthetic benefits from a supplier on the Ocular Prosthesis Suppliers Approved Vendor List.

A custom-made ocular prosthetic benefits provider must be a board certified ocularist who is:

- certified by the National Examining Board of Ocularist, and
- registered and in good standing with the American Society of Ocularists

The provider must be employed by a facility that holds an agreement with AADL and Alberta Blue Cross to provide custom-made ocular benefits.

Providers are responsible for providing benefits and services to clients in accordance with AADL general and benefit-specific policies and procedures. Roles and responsibilities include:

- assessing clients
- determining client eligibility to receive AADL benefits
- providing education to clients regarding the AADL program including benefit and device/service-specific information
- providing eligible clients with AADL benefits
- providing eligible clients with followup service, and
- submitting authorizations and claims for benefits on the Alberta Blue Cross online health portal

Procedure

Clients:

- Select a specialty assessor/supplier from the current Ocular Prosthesis Suppliers Approved Vendor List available on the AADL website or upon request.

Providers:

- Conduct assessment to determine client eligibility by:
 - obtaining and accepting an appropriate generic physician prescription(s), and
 - verifying client benefit consumption history and cost-share status
- Recommend the most appropriate benefit(s) that will meet client's assessed basic need(s).
- Obtain client's signature on the Client Consent form prior to provision of benefits.
- Explain to eligible clients:
 - quantity and frequency limits related to AADL benefit(s), and
 - cost-sharing and cost-share exemption policies and procedures related to AADL benefit(s)
- Discuss client expectations regarding the function and outcomes of the device.
- Provide the benefit to the client.
- Ensure replacement benefits are only provided when the current benefits no longer meet the client's clinically assessed needs, or are not cost effective to repair.
- Obtain prior approval as necessary.
- Advise eligible clients of their responsibilities associated with AADL benefits.
- Educate eligible clients regarding proper wear and care of their ocular prosthesis.

- Adhere to the AADL Specialty Assessor/Supplier Agreement, Alberta Blue Cross Health Provider Agreement and both the AADL general and specific ocular benefit policies and procedures.
- Provide a patient claim statement to clients for all AADL benefits.
- Provide appropriate followup activity that will ensure benefits serve the purpose for which they were provided.
 - do not submit claims for additional services or modifications relating to the provided benefit for a period of ninety (90) days after the final fitting
 - ensure trained staff are accessible and available to clients
 - ensure defective ocular prosthetic devices are replaced at no cost to the client or AADL
 - honour manufacturers' warranties
 - provide advice to clients and appropriate followup
 - promptly resolve all errors relating to the assessment of a client's benefits (e.g. client's eligibility status, duplication of benefits, assessment errors, etc.)
- Resolve provider's errors at no cost to the client or AADL.
- Notify Alberta Blue Cross when changing location of employment.

Alberta Blue Cross:

- Updates employment location information of eligible providers.

AADL:

- Maintains and updates the Ocular Prosthesis Suppliers Approved Vendor List in accordance with AADL regulation, agreements, policies and procedures, and operational need and best practices.
- Provides support to Alberta Blue Cross related to the approved custom-made ocular prosthetic provider list, and associated custom-made ocular prosthetic provider roles and responsibilities in accordance with AADL regulation, agreements, policies and procedures, and operational need and best practices.

Policy Y – 05

Quantity and Frequency Limits

Policy Statement

The eligible quantity and frequency of ocular prosthetic benefits for clients 18 years of age and older is one ocular prosthesis every five years.

AADL acknowledges the special growth issues of children, and as such the quantity and frequency of ocular prosthetic benefits for clients under the age of 18 is one ocular prosthesis every 12 months.

The AADL Program does not replace lost, stolen, or broken/damaged benefits. It is the client's financial responsibility to cover the cost of replacements in these instances.

AADL providers of ocular prosthetic benefits must submit a Quantity and Frequency Request (QFR) for benefits that are over the quantity and frequency limit. A QFR authorization is submitted on the Alberta Blue Cross online health portal.

Procedure

Providers:

- Explain policy and process to client, ensuring client and/or caregiver understands.
- Pursue alternate funding, such as private insurance, prior to requesting additional funds from AADL.
- Educate client on wear and care of equipment and availability of maintenance parts to prolong life of benefit.
- Replace or repair equipment under warranty without cost to AADL.
- Submit quantity and frequency review request authorization on the online health portal and include the following documentation:
 - Quantity and Frequency Review Request form
 - Client Consent form
 - other supporting documentation
- Receive notification of review decision from Alberta Blue Cross and notify the client.

Clients:

- Maintain care of the ocular prosthesis to prolong life of benefit provided through AADL and to prevent need for premature replacement of benefit.
- Consult with AADL authorizer when replacement of AADL equipment is required.
- Ensure replacement equipment authorized meets their basic needs.
- Seek alternate funding for equipment needs that fall outside the quantity and frequency limits.

Alberta Blue Cross:

- Receives and log quantity and frequency review requests.
- Forwards quantity and frequency review requests to AADL for adjudication.
- Updates quantity and frequency review request status on the online health portal which can then be viewed on the provider portal.
- Sends notification of the decision to the authorizer, and the client if necessary.

AADL:

- Receives the quantity and frequency review request and supporting documentation from Alberta Blue Cross.
- Adjudicates and provides decision to Alberta Blue Cross.

Policy Y – 06

90-Day Followup

Policy Statement

AADL will not fund any modifications or repairs to an ocular prosthetic device within 90 days of provision of the prosthetic device. AADL expects that the provider will provide all necessary followup to ensure the device can be used for the purpose intended without additional cost to AADL or the client.

If the client experiences a significant medical change and the ocular prosthetic device is no longer functional or no longer meeting the client's basic needs, a quantity and frequency review request can be submitted through the Alberta Blue Cross online health portal.

Procedure

Providers:

- Provide timely followup with the client to ensure the ocular prosthetic device is able to be used for the purpose intended.
 - Do not submit claims for followup activities.
- Submit a quantity and frequency review request if there has been a significant medical change in the client, the device is no longer functional or no longer meeting the client's basic needs, and the client is not eligible for additional benefits.
- Submit authorization under the repair catalogue number only more than 90 days after the provision of the device.
 - 90 days is calculated starting the service date of the benefit.

Alberta Blue Cross:

- Receives and log quantity and frequency review requests.
- Forwards quantity and frequency review requests to AADL for adjudication.
- Updates quantity and frequency review request status on the online health portal which can then be viewed on the provider portal.
- Sends notification of the decision to the authorizer, and the client if necessary.

AADL:

- Receives the quantity and frequency review request and supporting documentation from Alberta Blue Cross.
- Adjudicates and provides decision to Alberta Blue Cross.

Policy Y – 07

Patient Claim Statement

Policy Statement

Custom-made ocular prosthetic providers must provide every client with a patient claim statement for each benefit invoiced to the AADL program. The statement can be printed from the Alberta Blue Cross online health portal, and must include general information such as statement details, Alberta Blue Cross contact information and client data.

The patient claim statement is comprised of three sections: statement information, claim summary and claim details.

The claim summary displays the overall breakdown of how much each client is responsible for against the total claimed amount for all claims submitted:

- Total amount claimed – The sum of claimed amounts for all claims submitted.
- AADL will pay – The total amount that AADL will cover for all claims submitted.
- Client will pay – The total amount the client is responsible to pay for all claims submitted. This amount is the sum of any cost-share amount the client owes and upgrade charges that are not covered by AADL.

Clients must be provided with a copy of their patient claim statement.

Procedure

Providers:

- Provide clients with a patient claim statement for AADL benefits. The patient claim statement must be printed from the Alberta Blue Cross online health portal.
- For cost-share clients, identify the AADL contribution and the client's cost-share contribution for each benefit.
- For cost-share exempt clients, identify AADL's contribution for each benefit.
- Retain a copy of the patient claim statement on the client's file.

Alberta Blue Cross:

- Provide vendors with a patient claim statement through the online health portal as required.