

Important Information for AADL Authorizers and Specialty Suppliers in the Event of a Postal Disruption

Instructions for Submission of AADL Authorization Forms

In the event of a postal disruption, you will not be able to submit authorization using the prepaid postal envelopes.

Please submit all AADL authorizations in one of the following manners:

1. Drop off or courier directly to AADL at:
Alberta Aids to Daily Living
10th floor, Milner Building
10040 – 104 Street NW
Edmonton, Alberta T5J 0Z2

Please use this method if you have a high volume of forms to send in.

2. Via fax at 780-422-0968

Please follow the following faxing guidelines:

Basic Information for 1250 and 1251 forms

- ◆ Fax the white copy
- ◆ Print the information clearly
- ◆ If using a label for client information, please use an 11 pt font
- ◆ Only the front page is required, not the back page
- ◆ No need to resize 1251 forms, our fax machine handles 8 1/2" by 14"
- ◆ Fax a maximum of four (4) authorizations at a time. Smaller batches enable more efficient and accurate processing by AADL staff.
- ◆ **DO NOT FOLLOW UP WITH A MAILED PAPER COPY**
- ◆ Fax the Vendor copy to the Vendor
- ◆ Keep a hard copy on the client file

For claims and other forms

- ◆ Fax all pages

- ◆ If you submit a claim and it is rejected DO NOT create a new claim. Correct the error and resubmit by fax, courier or by dropping the claim off at the AADL office.

Fax Machine Information

- ◆ The AADL fax machine has two lines; if the first line is busy our machines automatically switch to the second line.
- ◆ If you consistently get a busy signal, check your fax machine to see if you have the option to make use of memory or auto-redial. Some fax machines will ring busy if the sender's fax line is busy.
- ◆ If possible, please use the option to include sender information in the fax header. An organization name and number is helpful if there is a transmission error and we need to request a resend.

Additional Information

- ◆ Authorizations for Palliative Clients 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
- ◆ The Respiratory dedicated fax line is 780-638-3254
- ◆ Vendors have the option to sign up for:
 - ◆ electronic funds transfer (EFT)
 - ◆ electronic statements

Contact Wendy Dubray at wendy.dubray@gov.ab.ca

- ◆ Wheelchair and large equipment vendors please check E-business in the event of a mail disruption to check authorizations as letters will not be provided.

