

### Important Reminders for AADL Authorizers and Vendors

#### Cost-Share Exemption Forms

AADL is receiving a high volume of cost-share exemption forms from clients who are above the cost-share exemption thresholds and are therefore not eligible.

If you are providing cost-share exemption forms to your clients or advising them about cost-share exemption, please ensure they are aware that they must be below the income thresholds in order to qualify.

Cost-share exemption thresholds are based on line 260 (taxable income) of the most recent income tax return, and are:

- ◆ \$20,970 or less for a single person,
- ◆ \$33,240 or less for a family with no children, or
- ◆ \$39,250 or less for a family with children.

Clients also qualify automatically if they are enrolled in Assured Income for the Severely Handicapped (AISH), Income Support (IS), or the Alberta Adult Health Benefit (AAHB).

If the client does not qualify for cost-share exemption but, due to recent changes in circumstances will experience financial hardship if they are required to cost share, they can be directed to fill out the Temporary Cost-Share Exemption form. <http://www.health.alberta.ca/documents/AADL-Cost-Share-Exemption-Temp.pdf>

#### AADL Mobility and Large Equipment Vendors

##### Reimbursement Appeals

AADL is receiving an increased number of Director Appeals for reimbursement of **upgrade** costs when a client deceases before delivery of equipment. Please ensure your staff are aware they should not be advising AADL clients to submit an appeal as AADL policy states upgrade costs are non-refundable.

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When a client deceases before delivery of the equipment, AADL may cancel the order and the vendor must accept this equipment into their inventory. An exception to this rule will be made if the equipment has been custom-made for a client and the order cannot be stopped or returned to the manufacturer. Because of the customized nature of the wheelchair, AADL will purchase the wheelchair and maintain it in the AADL recycle pool. The vendor may claim Recycle-In Fees.

Authorizers and vendors are reminded to clearly explain to the client that cost share is non-refundable as indicated on the 1250 or 1251 form and signed for on the client declaration form.

Custom wheelchairs are those wheelchairs that have:

- ◆ a seat frame width of 15" or less (excluding pediatric wheelchairs)
- ◆ a seat frame width of 21" or greater
- ◆ a seat depth of 15" or less by construction (excluding pediatric wheelchairs)
- ◆ a seat depth of 19" or greater by construction
- ◆ an additional custom charge – as identified as "custom" on the specification sheet. Upcharges for options/accessories are not considered custom (e.g., an adjustable angle back)
- ◆ non-reimbursable upgrade costs (financial responsibility of client)

Wheelchairs that do not meet the criteria listed above must be accepted into the vendor's private inventory if they cannot be returned to the manufacturer.

## **All Vendors and Authorizers - Reminder to Check Cost-Share Status**

Please remember to check the Interactive Voice Response (IVR) to determine the client's cost-share status before collecting a cost-share portion. Clients should not be charged for cost share if they are exempt or if they have reached their maximum contribution.