

Alberta Aids to Daily Living Updates Reminders for AADL Authorizers and Vendors

All Benefit Areas

- ◆ Ensure clients have **signed and dated** the 1250 form, this confirms that they have read and agreed to the terms and conditions, client declaration and collection of personal information.

Medical-Surgical Benefits

To facilitate and expedite the processing of authorizations please follow these guidelines:

- ◆ The AADL Lower leg assessment form has been updated. Please note AADL will only accept this form with the 1250 when authorizing for compression stockings.
- ◆ If the client is moving from one geographical area to another, vendor change forms can be done prior to the move to accommodate the clients. This does not include moves within a city or a town.
- ◆ Any incomplete forms will be returned to the Authorizer. Incomplete forms creates delays in the provision of equipment and supplies to AADL clients so please ensure all documentation is complete.

Vendors and Authorizers:

When calling AADL benefit clerks please note that inquiries regarding clients with the last name starting with letters A-L go to Debby Baumann at Debby.Baumann@gov.ab.ca or by phone at 780-422-8821 and inquiries regarding clients with the last name starting with letters M-Z go to Penny Porta at Penny.Porta@gov.ab.ca or by phone at 780-422-8857.

If your inquiry is regarding the status of an authorization, please check E-business prior to calling AADL.

Wheelchairs

AADL Authorizers:

- ◆ **Internal Transfers:**
 - ◆ AADL may consider funding minor repairs/parts changes on wheelchairs authorizers want to internally recycle. AADL must prior approve all repairs over \$300.00 to determine cost effectiveness.
 - ◆ AADL requires an estimate be completed prior to submitting the 1251 for an internal transfer.

Continued page 2 ...



◆ **Comparable Substitutes:**

- ◆ Authorizers must indicate if a **Comparable Substitute** is **Acceptable** on the Wheelchair Authorization Form 1251. If authorizers indicate “No”, they must explain why in Section 5 on the form. The following information is useful when determining if a substitute wheelchair is acceptable:
- ◆ The Catalyst 4, Breezy and Myon wheelchairs are comparable in weight therefore wheelchair weight is not a valid reason for not accepting substitution.
- ◆ Seat to floor heights (STFH): AADL will provide the requested STFH within 1/2 “when providing a comparable wheelchair. Caster and rear wheel sizes may be revised on Category A wheelchairs to accommodate the requested STFH for dependent, part time users, or foot propellers.
- ◆ One Arm Drive: Myon and Rubix one arm drives are lower priced but comparable to the Breezy one arm drive which was recently dropped from the Approved Product List.

AADL Vendors:

- ◆ **When to contact AADL:** AADL has been receiving a number of inquiries regarding authorizations on consumable items such as cushions.

- ◆ Please allow 4 weeks and then contact the AADL Authorizer first to verify the 1250 was submitted
- ◆ Allow an additional 2 weeks for processing time before contacting AADL.

◆ **Change Forms:**

- ◆ Only original Change forms will be accepted by AADL.
- ◆ Vendors need to check on e-business to determine if a change form has been submitted.

◆ **Work Orders:**

- ◆ Only work orders over \$300.00 or for clients who are maxed out on repairs need **prior approval** from AADL. Vendors are to submit work orders for repairs under \$300.00 **after** the work is completed.
- ◆ Mobile/Onsite repairs and shipping: Vendors have been submitting multiple charges for shipping and delivery on work orders completed on the same day when providing a service on-site at a facility. AADL does not pay for mobile services; one shipping charge can be applied when servicing one or multiple wheelchairs that are brought into the shop and delivered back to the facility after the repair is completed. AADL does not pay shipping charges for wheelchairs serviced at the client’s facility.
- ◆ **Freight charges:** AADL has received some claims with freight charges higher than the combined cost of labor and parts. When shipping parts out of town, please ensure parts are shipped the most cost effective way (e.g., parcel post) and not automatically by large freight courier.