

Appendix 6

BPAP Specialty Supplier Roles and Responsibilities

- Lead client care services to ensure clients are receiving acceptable benefits from BPAP treatment.
- Inform physician of client therapy issues.
- Manage treatment in collaboration with client, physician and other health professionals involved in client's care.
- Provide 24-hour emergency service to address client BPAP concerns and return client calls within one hour of notification of a client problem.
- Ensure a registered respiratory therapist experienced with BPAP therapy is available during all regular business hours to address client concerns.
- Provide BPAP service at their office/clinic if problems cannot be resolved over the phone. Home visits are only required by exception and at the specialty supplier's discretion.
- Initiate BPAP therapy in a timely manner upon receipt of the approval.
 - for urgent requests, initiation will be provided within 24 hours of the approval
 - for routine requests, contact the client within one business day of the approval. Initiation will be provided within three business days of the approval unless a delay is required by the client
- Ensure clients meet the BPAP eligibility criteria.
- Contact Alberta Blue Cross with concerns, questions, and unusual requests if a client's eligibility is uncertain, an authorization or reauthorization must not be done.
- Ensure all items on the Client Education Package Checklist are covered with the client (and/or their caregiver during the BPAP initiation).
- Determine the appropriate equipment to best meet the client's needs (refer to Schedule 1 – BPAP Equipment Specifications).
- Obtain any updated BPAP prescription from the physician and adjust BPAP settings based on the revised prescription, and:
 - update the information card (or Respiratory Therapy BPAP Communication Tool) that is inserted in the pouch attached to the BPAP device
 - notify other health professionals involved in client's care
- Adhere to the Alberta Blue Cross Health Provider Agreement, AADL Provider Agreement and both the general AADL and BPAP policies and procedures.
- Resolve all errors relating to the assessment of a client's benefits, eligibility status and billing concerns. This includes correcting claims and resubmitting as required. Unresolved errors may result in loss of funding to the specialty supplier.
- Bill the BPAP pro-rata diem rate based on the number of days client is eligible for funding and before discontinuation.
Exception: If client is discontinued less than one month after the BPAP initiation, the specialty supplier can bill one month (30 days) initiation or reimbursement period service fee.
- Document comments and concerns about difficulties with client's compliance in client's record. Files must be available for audit by AADL and Alberta Blue Cross.
- Ensure clients sign the BPAP Client's Roles and Responsibilities form and the Client Consent form.
- Extend long-term clients on-line within three months prior to the last authorization termination date if:
 - client's objective compliance is at least four hours per day for 70 per cent of the time
 - a minimum of 60-day compliance download is done every six months
 - yearly respiratory assessment is done within three months from the expiry date
- Fax the AADL monthly BPAP clients discontinued list within the first two weeks of every month to Alberta Blue Cross.