

Alberta Health

Alberta Aids to Daily Living Lifters, Homecare Beds and Accessories --- **Policy & Procedures Manual**

October 1, 2017



Revision History

Description	Date
General format change for consistency with other mobility benefits policy manuals. Information added related to overlays removed from L-Benefits, now combined with overlays provided under E-Benefits.	October 1, 2017
Policy L-15: Product information and specifications on Homecare Beds and Accessories removed.	December 1, 2015
Policy L-15: Product information and specifications updated to reflect APL changes	July 1, 2015
Policy L-03: Adding reference to AADL Assessment Summary for Bathlift Benefit form.	September 1, 2013
Policy L-15: Adding reference to AADL Assessment Summary for Bathlift Benefit form.	September 1, 2013
Overall manual formatting and revisions, including updating of all policy numbers.	July 1, 2013
Policy L-01: Additional information on chart for clarification.	July 1, 2013
Policy L-03: Additional information to clarify residence eligibility criteria.	July 1, 2013
Policies L-04 to L-14: Minor wording changes to be consistent with Manuals B, C, E, G and K policy and procedures.	July 1, 2013
Policy L-15: Product information and specifications updated to include Humancare Portable Overhead Track Lifter and Slings.	July 1, 2013

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Policy L – 01

Lifters, Homecare Beds and Accessories Benefits Description

Policy Statement

AADL provides funding for Lifters, Homecare beds and accessories for AADL clients with chronic, long term difficulties in mobility to enhance their independence and ability to participate in daily activities, increase safety during these activities and prevent the need for a higher level of care.

Best practice supports the provision of pressure redistribution surfaces to improve skin breakdown outcomes. Clients who spend prolonged periods of time in bed are considered at high risk for skin breakdown.

AADL homecare beds include a bedframe, bedrails and either a pressure reduction mattress or standard mattress. A standard mattress is chosen when a pressure reduction overlay is to be used. Homecare bed accessories include overbed tables and trapezes. AADL lifters include portable overhead lifters and floor lifters.

Lifters, Homecare Beds and accessories are formally recycled benefits and remain the property of the Government of Alberta. AADL will provide equipment from the recycle pool first. When the equipment is not available from recycle, AADL will purchase new.

Products on the L-APL have been approved through a Product Evaluation Process. Manufacturers are invited on an annual basis to submit new products for evaluation. . Further information may be obtained from the Manager of Mobility and Large Equipment.

AADL uses a benchmark model to fund lifter slings found on the Approved Product List APL-L. See Policy L-10 for definition of benchmark model.

A client may enter a rental agreement with an AADL vendor for temporary or short-term use of this type of equipment. AADL does not reimburse clients for rental charges associated with temporary, short term needs.

Policy L - 02

Eligibility Criteria

Policy Statement

The Eligibility Criteria Policy assists clients, guardians, authorizers and vendors in identifying eligibility to access lifters, homecare beds and accessories benefits.

Clients must meet general eligibility requirements found in AADL General Policies and Procedures on-line at:

<http://www.health.alberta.ca/documents/AADL-Policy-Procedures.pdf>.

A client's eligibility for lifters, homecare beds and accessories benefits must be determined by an AADL authorizer prior to authorization.

AADL provides funding for **lifters** for clients who meet all the following criteria:

1. Client has chronic, long term mobility related impairment resulting in the inability to safely transfer from one position to another, and
2. Client's weight falls within the weight limits of the device; and
3. The client lives in a house, apartment, lodge, group home or assisted living facility (level 2), and
4. Client has no other lifter in place.
5. The client must have funding in place for the ceiling track before becoming eligible for a portable overhead lifter.

AADL provides funding for **homecare beds and accessories** for clients who meet the following criteria:

1. The client lives in a house, apartment, lodge, group home or assisted living facility (level 2), and
2. Client has a chronic, long term mobility related impairment resulting in the inability to transfer in and out of bed or to reposition in bed, and
3. Client is **palliative**, estimated six months to end of life, is on comfort measures and wishes to remain in their residence, or
4. Spends 80% or more of the day in bed.

AADL does **NOT** provide funding for lifters, homecare beds and accessories for:

- Short-term interventions or use such as pre or post-operative needs.
- Use in long term care or assisted living facility (level 3 or 4).
- Clients in acute or sub-acute care facilities. The equipment may be ordered as part of a discharge plan when the client is returning to the community.
- Clients who are non-compliant.
- Options chosen for personal preference or not clinically indicated.

AADL provides a limited number of lifters, homecare beds and accessories benefits per eligible client based on current best practice and expected use. See the Lifters Approved Product List (L-APL) and Homecare Bed and Accessories Approved Product List (BL-APL) for specific limits.

Procedure

Authorizers:

1. Confirm clients meet AADL eligibility requirements. Consider clients' previous benefit consumption:
 - Refer to the Lifters Benefits APL or Homecare Beds and Accessories APL for quantity limits at:
<http://www.health.alberta.ca/documents/AADL-Manual-L-Products.pdf>
 - Refer to the Interactive Voice Response at 780-415-8717 to determine benefits the client has received. See AADL IVR guide at:
<http://www.health.alberta.ca/documents/AADL-Authorizer-IVR-Guide.pdf>
 - Refer to Policy L-07 Quantity and Frequency Limits for clients who are over quantity/frequency limit.
2. Inform clients of their eligibility status.

Clients:

1. Confirm eligibility with authorizer.
2. Sign client declaration form.

Vendors:

1. Confirm client is not over quantity – check previous benefit consumption:
 - Refer to the Lifters Benefits APL or Homecare Beds and Accessories APL to determine quantity limits for each device at:
<http://www.health.alberta.ca/documents/AADL-Manual-L-Products.pdf>
 - Refer to E-business for client's benefit consumption history.

- Refer to Policy L-07 Quantity and Frequency Limits for clients who are over quantity/frequency limit.

AADL:

1. Receives authorizations and ensures clients meet eligibility requirements.
2. Returns authorization forms unprocessed to authorizers when eligibility cannot be established due to unclear or incomplete information.
3. Responds to telephone or email requests for information on mattress overlays, transfer aids and accessories benefits eligibility.

Superseded

Policy L - 03

Authorizer Qualifications

Policy Statement

The Authorizer Qualification Policy facilitates accountability and transparency.

AADL accepts applications from Occupational Therapists (OTs) Physiotherapists (PTs) and Registered Nurses (RNs) who meet the general eligibility criteria set out in Policy GN-03 Application to be an Authorizer in the AADL General Policies and Procedure Manual at:

<http://www.health.alberta.ca/documents/AADL-Policy-Procedures.pdf>

Lifters, Homecare Beds and Accessories Benefits are considered a primary product range for OTs, PTs and RNs as set out in Policy GN-03. See policy for further explanation on Primary and Secondary Product Ranges.

Authorizers and assessors must be competent in assessments and related interventions for transfers and bed mobility impairment. Knowledge on the purpose of the various options for pressure redistribution and transfers is necessary.

Procedure

AADL Authorizer Applicants:

1. Confirm eligibility.
2. Complete the authorizer application form at:
<http://www.health.alberta.ca/documents/AADL-Authorizer-Application.pdf>
3. Complete the requisite authorizer training and authorize once approved by AADL in accordance with policies and procedures.

AADL:

1. Provides authorizer on-line pre-requisite training module.
2. Registers authorizers who have completed all requirements and meet eligibility criteria.
3. Provides in-house training for primary product ranges.
4. Monitors authorizer activities and determine compliance with policies and procedures.

Policy L - 04

Authorization Process

Policy Statement

The Authorization Process Policy promotes effective and efficient authorization of benefits.

Lifters, homecare beds and accessories benefit authorizations include the assessment, equipment trial and the submission of a valid authorization form. Invalid or incomplete authorizations are returned to the authorizer unprocessed. See Policy L-10 for definition of a valid authorization.

Authorizers must adhere to the general policies and procedures for authorizing AADL benefits and follow the AADL procedure for authorizing mattress overlays, transfer aids and accessories benefits.

Whenever possible, authorizers should access loaner programs for transfer aids such as lifters for palliative clients to reduce client costs associated with cost share.

Assessment:

Assessments must be in the client's home environment. As an alternative, a simulated home environment may be used if able to replicate. Equipment which has been purchased by AADL and is found to be inappropriate for the client's home is not replaced by AADL.

Assessments must include, but are not limited to, the following clinical elements: skin integrity and incontinence for pressure redistribution mattress decisions; neck strength and joint restrictions for lifter and sling decisions.

The assessment date on the authorization form is the date the assessment is completed, eligibility has been established, and equipment (lifter) has been trialed and selected.

Equipment Trial:

Lifters and Accessories Benefits Vendors will provide equipment for a trial period not exceeding two days. At the end of any trial period, the equipment must be returned. The client may not keep trial equipment.

Ensure floor lifter trial includes moving the equipment over various surfaces including carpet if necessary.

Homecare beds may not be trialed in the home, however, authorizers need to ensure the environment can accommodate the equipment and the family is aware of the size.

Authorization Submission:

Authorization forms must be submitted by mail, with the exception of palliative authorizations which may be faxed.

Authorizations for lifters and homecare beds and accessories benefits expire when the benefit has been provided to the client and the associated vendor claims have been processed or within a year of the assessment date.

Authorizers:

1. Confirm client eligibility for benefit. Refer to Policy L-02 Eligibility Criteria – Lifters, Homecare Beds and Accessories benefits.
2. If benefit requested is over frequency limit, indicate approved Quantity and Frequency Request number on the authorization form. Refer to Policy L-07 - Quantity and Frequency Limits.
3. Assess client or review assessment if assessor is not the authorizer. Client assessment must be completed in home environment or simulated home environment.
4. Document assessment details and clinical rationale to support the provision of Lifters, Homecare Beds and Accessories benefits. This must be kept in the client's file and submitted to AADL upon request. Ensure the client understands any costs that they may incur. See Upgrade Costs under L-10 Definitions.
5. Provide client with choice of vendors as per list of AADL Approved vendors for Lifters and Accessories. There is a single vendor choice for Homecare Beds and Accessories.
6. Explain policies for the use of trial equipment to the client. Arrange for trial equipment to be returned to the vendor once the trial has been completed.
7. Determine where equipment is to be delivered once authorized and arrange for follow-up as appropriate.
8. Advise client that any cost share must be paid to the vendor before the vendor provides the equipment.
9. Complete Authorization Form. Include criteria-related information to assist AADL in establishing client's eligibility for accessories. AADL Authorization Forms are available to order on AADL website at:
<http://www.health.alberta.ca/documents/AADL-Order-form.pdf>
10. Have client or designate sign declaration on form.
11. Distribute copies of the authorization form according to the instructions on the bottom of the form.
12. Advise client that AADL will not reimburse clients for any rental charges if the client chooses to rent equipment.

Clients:

1. Fully participate in assessment and trial. Comply with trialing protocol.
2. Return equipment to AADL approved vendor after trial period is over.

3. Sign declaration on authorization form signifying agreement and understanding.

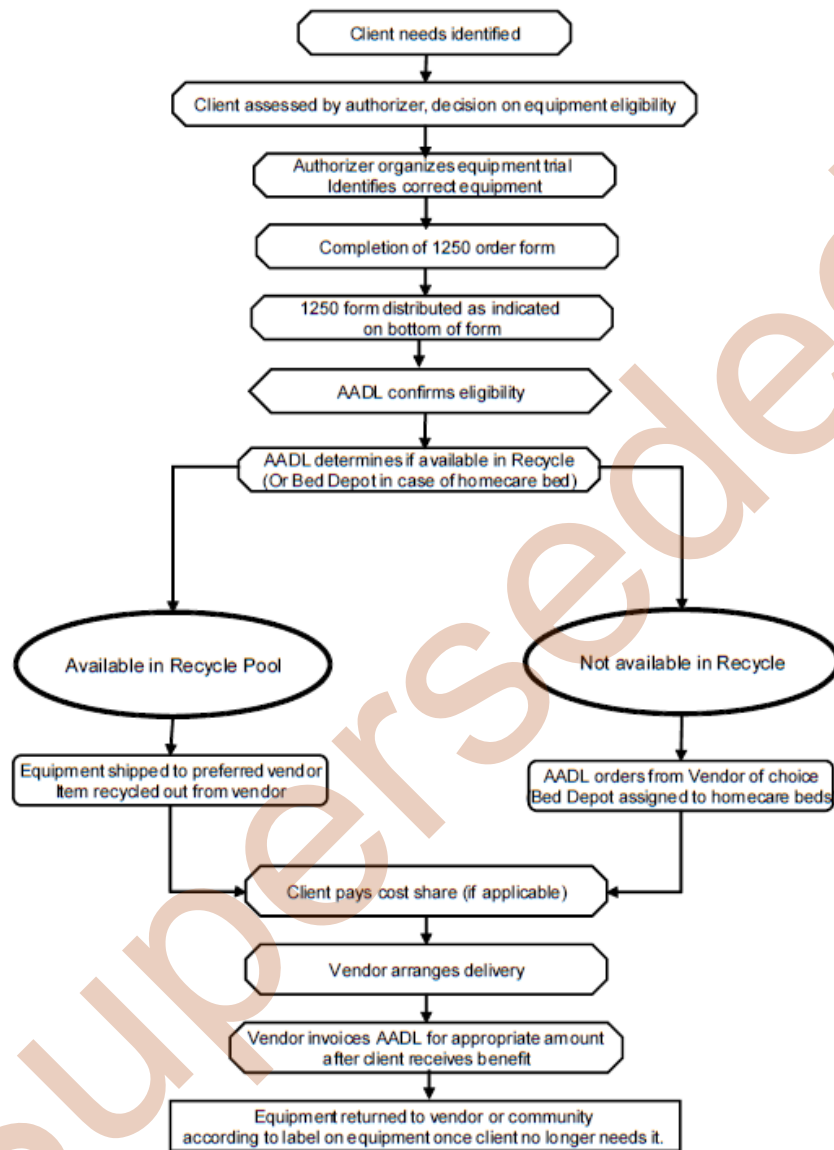
Vendors:

1. Provide trial equipment as requested by the Authorizer.
2. Follow infection control practice during trial.
3. Receive AADL work order/authorization for providing benefit.
4. Proceed to providing benefit.

AADL:

1. Reviews authorizations for compliance and accuracy.
2. Processes valid authorizations.
3. Submits work order/authorization to vendor to provide equipment.

Authorization Process Flow Chart for “L” Benefits



Policy L – 05

Vendor and Trained Provider Qualifications Policy

Policy Statement

AADL Approved Lifters and Homecare Beds and Accessories Vendors must meet the following criteria:

- Complies with the requirements of an AADL Site Visit and addresses any deficiencies.
- Is an Approved AADL Recycle Vendor, holds a Standing Offer Contract with Service Alberta and agrees to supply the Goods in accordance with the provisions in the contract.
- Meets AADL's general vendor criteria as outlined the General Policy and Procedures Manual.

Trained Provider Qualifications:

- Maintain a minimum of one (1) staff member who has been certified in Lifters' operations, maintenance and repairs.
- Ensure staff is educated on AADL Policies and Procedures as stated in the most current AADL Program Manual, Approved Product List, and updates.
- Ensure staff has the necessary expertise regarding the provision of AADL benefits and associated invoicing and business processes.

Policy L – 06

Providing Lifters, Homecare Beds and Accessories Benefits

Policy Statement

The Providing Lifters, Homecare Beds and Accessories Benefits Policy promotes effective and efficient provision of benefits and includes cost.

AADL Vendors must meet the qualifications under Policy L-05 to provide Lifters, Homecare Beds and accessories benefits.

Providing lifters and accessories benefits includes an equipment trial with the client, cost share collection, providing/setting up the equipment, documenting, client billing and claims. An equipment trial is not required for Homecare beds.

Clients are responsible for the installation of tracking prior to the delivery of an overhead lifter.

Clients must be advised that they should purchase insurance to cover the cost of replacements should the equipment be lost, stolen, or damaged.

In the event the client deceases before the lifter or homecare bed is delivered to the client, the vendor will stop the delivery and return the equipment to the manufacturer or keep it in vendor stock for future sale.

The family of a client who deceased prior to delivery of the lifter or homecare bed benefit may write an appeal letter to the AADL Director to request cost-share reimbursement.

AADL funds repairs and maintenance for lifters and homecare beds when cost-effective to do so. Clients must notify the vendor of any repair or maintenance needs.

Procedure

AADL Authorizers:

1. Arrange follow-up to ensure the lifter and/or homecare bed and any additional accessory is of benefit to the client.

2. Complete **documentation**, including:

- Client provided with and understands instructions on wear and care of the lifter and/or homecare bed (and any additional accessory).
- Client informed of recommendation to purchase insurance to cover equipment in case of loss, damage or theft.
- Ensure client satisfaction with product.

Clients:

1. Pay the cost share portion (unless exempt) directly to the vendor for selected equipment.
2. Receive lifter and/or homecare bed and confirm satisfaction that the equipment will meet client's needs.
3. Understand responsibility for the care and maintenance of the equipment as equipment is not replaced due to damage outside of normal wear and care.

Vendors:

1. Collect cost-share from client prior to providing equipment.
2. Provide lifter and/or homecare bed and any additional accessories according to work order/authorization from AADL.
3. Provide client with written instructions on select lifter and/or homecare bed wear and care.
4. Document client (or person accepting responsibility for client) receipt and satisfaction of the equipment.
5. Submit claim to AADL on E-business once item is provided to the client (service date).

AADL:

1. Provides vendor with work order authorization to provide equipment.
2. Conducts audits on authorizers' and vendors' compliance with policy and procedures for quality assurance and accountability

Policy L – 07

Quantity and Frequency Limits for Lifters, Homecare Beds and Accessories Benefits

Policy Statement

The Quantity and Frequency Limits for Lifters, Homecare Beds and Accessories Benefits Policy ensures transparency, consistency and accountability.

AADL sets annual limits on the number of lifters, and homecare beds and accessories benefits funded per eligible client based on current best practice and expected wear.

Quantity and frequency limits are one (1) in four (4) years for lifters and two (2) every four (4) years for slings.

Homecare beds, mattresses and accessories are replaced when considered no longer economical to repair or are not repairable.

Homecare bed rails are specific to homecare beds and are not considered duplicate benefits to bed rails previously funded by AADL.

Equipment will only be replaced if:

- The equipment has been maintained and has been used as designed (normal wear); and
- The current equipment was ordered for long term needs; and
- The client's condition has changed and the current equipment no longer meets the clinically assessed basic need.
- The AADL Program **does not replace** equipment in cases of authorizer error or that have been lost, stolen, misused or damaged.

A pressure reduction mattress will only be replaced by a standard mattress and pressure reduction overlay when the client's long term **condition has changed** and the current equipment no longer meets the clinically assessed basic need.

AADL Lifters, Homecare Beds and Accessories Equipment Authorizers must submit a Quantity and Frequency Request (QFR) for benefit requests over the frequency limit. Refer

to the QFR policies in the general AADL Policy and Procedure Manual at:
<http://www.health.alberta.ca/documents/AADL-Policy-Procedures.pdf>.

Procedure

Authorizers:

1. Explain policy and process to client, ensuring client understands.
2. Follow the QFR process as outlined in the general AADL Policy and Procedure Manual at: <http://www.health.alberta.ca/documents/AADL-Policy-Procedures.pdf>.

Clients:

1. Maintain care of lifters, homecare beds, mattresses, and accessories to prolong life of benefit provided through AADL and to prevent need for premature replacement of benefit.
2. Pursue alternate funding sources prior to requesting additional funds from AADL.
3. Seek alternate funding for equipment needs that fall outside the quantity and frequency limits.

Vendors:

1. Identify clients who require a QFR to replace a lifter or to replace a pressure reduction mattress with a standard mattress and overlay funded by AADL. Refer these clients to an AADL authorizer for reassessment when it is related to a condition change.
2. Educate client on wear and care of equipment, and availability of repair parts to prolong life of benefit and prevent need for early replacement.
3. Prevent need for QFRs by replacing or repairing equipment when under warranty or when it is cost effective.
4. Provide AADL with work order to repair equipment and assist in identifying equipment that is not cost effective to repair or unsuitable for continued use. E.g. smoke permeated mattress.
5. Provide AADL funded replacement equipment to client when valid authorization has been confirmed.

AADL:

1. Receives and reviews the QFR.
2. Adjudicates and notifies the authorizer of decision.

Policy L – 08

Ownership and Responsibilities: Repairs and Returning AADL Lifters, Homecare Beds and Accessories

Policy Statement

AADL provides clear and consistent guidelines and procedures for repairing and returning AADL owned lifters, homecare beds and accessories to ensure transparency, consistency and accountability.

AADL retains ownership of Lifters, Homecare Beds and Accessories until they are determined as surplus.

Lifter slings are considered non-recyclable and are owned by the client.

Clients are responsible to ensure AADL funded equipment assigned to them is maintained on a regular basis according to manufacturer recommendations.

AADL Recycle Vendors participate fully in the AADL recycle program including repairs and maintenance services.

Returning lifters, homecare beds and accessories:

Lifters and homecare beds are returned to an AADL Recycle Vendor when:

- The client moves out of Alberta, or for any other reason becomes ineligible for the benefit; or
- The lifter is no longer needed by the client; and

AADL funded lifters and homecare beds are never to be resold by a client, authorizer, or vendor.

Lifters may be returned to any AADL Approved Lifter Vendor, Homecare beds are returned to the vendor who has the Homecare bed contract. See the BL-APL for information on how to contact the Homecare Bed Vendor.

Repairs:

Clients are responsible to keep their AADL funded equipment in good, safe working order through regular maintenance and repairs.

Clients must contact an AADL Approved Vendor to repair AADL owned equipment.
See “Z” Manual for further information on AADL repairs on equipment.

Procedure

Clients:

1. Ensure reasonable care and maintenance of AADL-owned lifters and homecare beds.
2. Are responsible for replacement of any lifter, homecare bed or accessory that is lost, stolen, or damaged due to misuse or accidents. AADL program recommends client's insure the equipment through a private homeowner's/tenant insurance policy.
3. Return AADL owned lifters, homecare beds and accessories to AADL vendor when no longer needed by client.

Authorizers:

1. Ensure client understands responsibility for care, maintenance and return of AADL-owned lifters or homecare beds.
2. Assist client when equipment is no longer needed in determining where the equipment may be returned. See Vendor listing for closest Lifter Vendor or Homecare Bed Vendor.

<http://www.health.alberta.ca/services/AADL-approved-vendors.html>

3. Update AADL if client status has changed.

Vendors:

1. Review care and maintenance of AADL-funded lifters, homecare beds and accessories with clients.
2. Repair AADL owned lifters, homecare beds or accessories.
3. Inform the Authorizer if a piece of equipment has been deemed irreparable or not cost effective to repair by AADL so the Authorizer can initiate the process to have the equipment replaced.
4. Fax in Repair Work Order to AADL and obtain prior approval for all repair work orders on lifters over \$300.00 prior to completing the work.
5. Contact AADL by phone if repair is urgent.
6. Pick up AADL owned equipment no longer needed by client to return to AADL recycle.
7. Update AADL if client status has changed – e.g. moved.

AADL:

1. Provides funding assistance for repairs and maintenance to AADL-owned lifters, homecare beds and accessories.
2. Reviews, prior approves and provides work order authorizations for eligible cost effective repair work orders over \$300.00.

3. Informs the Vendor if a lifter or homecare bed has been deemed irreparable or not cost effective to repair by AADL.
4. Tracks repairs, returns and location status.

Superseded

Policy L – 09

Refusal of the Equipment

Policy Statement

AADL provides a Refusal of Equipment Policy to ensure transparency and accountability.

Clients who refuse equipment are not eligible for AADL funding for the same item for a minimum of six months. By signing the Declaration form the client acknowledged they were prepared to accept the equipment that was authorized and ordered for them. During the authorization process the client agreed to trial the equipment and ensured their home and living situation accommodated the equipment.

Authorizers may not refuse equipment on behalf of a client.

Clients and/or authorizers must notify the vendor as soon as unforeseen problems arise and the equipment is no longer appropriate for the client. If the equipment has not yet been delivered to the client, the vendor may agree to place the equipment back in their inventory with no charge to AADL or the client. In that case, the authorization form must be cancelled by the authorizer.

Authorization forms are not cancelled once the product has been provided to the client.

Clients who request funding for the benefit after refusing the same type benefit must submit a letter addressed to AADL explaining the circumstances of their refusal and assurance that they will accept the authorized benefit this time. The client must also agree to accept any costs associated with providing the benefit a second time, including any cost-share fees.

The authorizer must submit a QFR on behalf of the client who refused the equipment.

Clients who refuse to accept equipment a second time will not be eligible again for that benefit.

Procedure

Authorizers:

1. Advise client of the consequences of equipment refusal.
2. Complete a Quantity and Frequency Request for the item and attaches the letter from the client (family/guardian/trustee).

3. If client requests the same benefit be authorized that was refused previously, obtain letter from client/family explaining circumstances and providing assurances described in policy above.
4. Complete Quantity and Frequency (QFR) form, attaches client letter and submits to AADL.

Clients:

1. Participate in reassessment with authorizer.
2. Pursue alternate funding resources prior to requesting funds from AADL.
3. If unable to secure alternate funds, write letter to AADL describing circumstances and providing assurances described above.
4. Agree to accept costs associated with replacing equipment.

AADL:

1. Receives the QFR and letter from the client (family/guardian/trustee) and reviews the circumstances around the refusal of the equipment
2. Adjudicates and notifies client and authorizer of decision.

Policy L – 10

Definitions

Approved Products List (APL)

The APL is a document on the AADL website outlining the products AADL provides funding for. Only products listed on the Approved Product List are available through AADL.

Benchmark Pricing

AADL provides a generic description of a benchmark benefit and sets the benchmark price as the maximum price AADL will fund for any product that fits the generic description. The benchmark prices for walking aids and accessories are listed under the column Price Maximum in the APL. Vendors must provide at least one item within the benchmark price.

Cost Effective Repairs

Repairs are considered cost effective when the cost of the repair does not exceed 50% of the cost to replace the entire walking aid.

Equipment Trial

An equipment trial is a trial that involves the client and caregiver trying the equipment to ensure the one chosen is appropriate with the exception of homecare beds. A trial must consider environments where the equipment will be used such as the bathroom and bedroom, over solid flooring and carpet. Simulated environments are accepted.

Formal Recycle

All AADL owned equipment is formally recycled by AADL. When the client no longer needs the equipment, it is returned to a recycle vendor. When an authorizer requests large equipment for a client, AADL looks for it in the recycle pool. When there is no suitable recycle equipment available in the recycle pool, the program buys new from the preferred vendor.

Internal Transfer

An authorizer may reassign large equipment from a client who no longer needs it to one who does. Some restrictions apply. “Standard-plus” equipment may not be internally transferred. See “Z” section for instructions and sample of internal transfer documentation.

Palliative Client

A client is deemed palliative if in the end stage of a terminal illness (six months or less to end of life). Care is considered compassionate and focused on symptom relief.

Upgrade Costs

Upgrade is the term used to describe any costs for benefit features or options that are not covered by AADL and are the responsibility of the client. Cost share portions are not considered part of the upgrade cost. Upgrades are over and above cost share.

Valid Authorization

An authorization form is considered valid when information on the form is correct and completed in full, all necessary clinical rationale is documented, the form is signed by the authorizer and client, the client meets the relevant eligibility criteria and any requisite prior approval has been provided.

Superseded