



Power wheelchair benefits

Alberta Aids to Daily Living
Program Manual Section WP

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Policy WP – 01

Power Wheelchair Benefits Description

Policy Statement

Alberta Aids to Daily Living (AADL) purchases and provides power wheelchairs for eligible adults and children.

AADL uses a recycle program to provide wheelchairs to eligible Albertans.

All power wheelchairs recycled and funded by AADL are listed in Alberta Aids to Daily Living Approved Product List W – Wheelchairs: Manual and Power. AADL regularly reviews the approved product lists. Only power wheelchairs in Alberta Aids to Daily Living Approved Product List W – Wheelchairs: Manual and Power are funded.

AADL-approved vendors for power wheelchairs are listed on the AADL – Approved vendors list page on the AADL website.

AADL-funded power wheelchairs are formally recycled benefits and remain the property of the Government of Alberta. AADL will provide equipment from the recycle inventory first. When the equipment is not available from the recycle inventory, AADL will fund a new purchase.

AADL retains full ownership of all AADL-funded power wheelchairs. See Policy WP – 07 Ownership and Responsibilities – Repairing and Returning AADL Power Wheelchairs for details.

Power wheelchair specification sheets for AADL-funded power wheelchairs are provided on the manufacturers' websites and include available options and pricing funded by AADL. Every effort is made to identify all features a client may opt to pay for.

AADL provides adult power wheelchairs that can accommodate specialized seating and controls, with or without tilt/recline. Note that not all AADL power wheelchairs on the approved product list accommodate tilt or specialty controls.

AADL provides power tilt and/or recline for adults and will retrofit power tilt on a client's current power wheelchair if it cost-effective to do so. Power tilt and/or recline is not funded by AADL for pediatric clients.

Not all AADL power wheelchairs on the approved products list accommodate a vent tray for a ventilator-dependent client. The availability of vent trays is indicated on the specific wheelchair's specification sheet. A vendor may be able to modify a wheelchair to accommodate a vent tray.

Accessories, Codes, Seating Benefits

Seating benefits such as cushions, amputee boards, special backs and drop seats are found in AADL Program Manual Section X – Seating Benefits and Wheelchair Accessories. Many of these options are available on the power wheelchair manufacturer specification sheets.

Information on formal recycle, repairs and parts changes is found in AADL Program Manual Section ZN – Recyclable Benefits: Recycle Services.

Exclusion List

Wheelchairs/mobility equipment or features not funded by AADL

- attendant controls
- backpacks, cup holders, and other accessories
- batteries, parts or repairs for privately owned power wheelchairs
- fixed height arm rests on wheelchairs
- flat-free inserts in casters or tires where urethane is available
- high speed motors
- light packages with client upcharges
- monogramming
- multiple choice or custom color options

- power leg rests
- power seat elevators
- power wheelchairs with captain style seats
- repairs on any component on a mobility device purchased privately
- seat belts other than approved generic ones
- scooters – electric, knee and standing
- touch up paint
- tire pumps
- transit tie downs
- upcharges on Bluetooth option or environmental controls, unless needed with communication devices
- upcharges on computer attachments
- van-style/ captain style seating

Note on transit tie-downs

AADL does not provide funding for transit tie-downs. There are two types of transit tie-down: Occupied (the client remains in the wheelchair during transport) and non-occupied. Occupied tie-downs have been rigorously tested and usually have a cost associated with them. The most common occupied tie-down is WC-19.

Clients are responsible for exploring their transport options and determining any requirements needed. AADL encourages authorizers and clients to contact municipal transportation authorities for more information on wheelchair transportation requirements.

Policy WP – 02

Eligibility Criteria

Policy Statement

Clients must meet general eligibility requirements found in AADL Program Manual Section GN – General Policies and Procedures on-line at: <https://open.alberta.ca/publications/aadl-program-manual-gn>

A client's eligibility for wheelchair benefits must be determined by an AADL authorizer prior to authorization and confirmed and approved by AADL.

Clients must trial power wheelchairs prior to an authorization being submitted.

Clients are responsible for temporary loans or rental equipment required while waiting for AADL-funded equipment.

AADL has four categories of power wheelchairs (See Table 1: Power Wheelchair Categories for details):

- **Basic:** The client uses the wheelchair indoors and outdoors. The client may require seating benefits, but does not require tilt, or tilt and recline.
 - Not all basic wheelchairs listed on the approved product list may be able to add tilt options.
 - Authorizers are encouraged to use the shortened manufacturers' specification sheet for basic power wheelchairs.
- **Heavy-duty:** The client requires heavy-duty features to accommodate weight and may require tilt or tilt and recline.
- **Complex:** The client requires tilt, tilt and recline or complex electronics to accommodate drive controls. This also includes front-wheel drive chairs.
- **Pediatric:** For clients aged 17 and under. Adult clients who may benefit from a wheelchair with a smaller frame may request a pediatric wheelchair, but there must be sufficient clinical justification provided for AADL review.

Adult clients must require a power wheelchair with capacity to accommodate complex seating needs as the only type of mobility device they can use to independently mobilize within the home and community.

Eligibility for the tilt/recline feature on power wheelchairs is determined by the Power Tilt-in- Space Request forms. In general, the client must be unable to sit independently in an upright position, and their positioning needs cannot be met by regular seating and wheelchair accessories benefits (AADL Program Manual Section X). Tilt options are only funded on adult power wheelchairs. See Table 2: Option-Specific Eligibility Criteria.

Prior approval from the AADL Manager, Mobility and Large Equipment is required for all power wheelchairs.

Clients are eligible for one set of battery replacements, one set of wheels and a maximum of \$650 in funding towards parts and labour on an annual basis. Clients are responsible for costs over this amount.

Clients with an AADL power wheelchair are only eligible for a category A recycle manual wheelchair for use when the power wheelchair is not working or has to be left with a vendor for repairs or maintenance. Any exception requests to this must be submitted to Alberta Blue Cross for prior approval. All clinical and functional assessment findings, as well as any other relevant details must also be provided for consideration.

Lower limb prosthetic benefits are not funded by AADL if the client has an AADL-funded power wheelchair or category B, C, or D manual wheelchair. If a client is currently using lower-limb prosthetics, authorizers must provide clinical justification showing that the client can no longer walk with prosthetics. The client will not receive further AADL funding for lower-limb prosthetics. See Policy WP – 10 Definitions for category definitions.

Client eligibility criteria for power wheelchairs are different for adults and children. See Table 2: Power Wheelchair Eligibility Criteria.

Table 1

POWER WHEELCHAIR CATEGORIES

Category	Criteria	Documentation required
Basic	Meets overall eligibility criteria	Basic manufacturer specification sheet or order form
	Does not require tilt. May or may not require tilt in the future.	Recycle inventory search results
	Does not require seating beyond basic.	Power Mobility Application form (Oct 2024)
	Does not require specialty controls	Client Consent form
	Does not require front wheel drive	Authorization for new or recycled wheelchair
Heavy-duty	Meets overall eligibility criteria	Manufacturer specification sheet
	Due to client weight requires heavy duty frame	Recycle inventory search results
	May or may not require tilt	Power Mobility Application form (Oct 2024)
		Client Consent form
		Authorization for new or recycled wheelchair
	Authorization for tilt (if applicable)	
Complex	Meets overall eligibility criteria	Manufacturer specification sheet
	Requires at least one of the following:	Recycle inventory search results
	<ul style="list-style-type: none"> • Tilt or tilt and recline • Specialty controls or electronics • Front-wheel drive 	Power Mobility Application form (Oct 2024)
		Client Consent form
		Authorization for new or recycled wheelchair
	Authorization for tilt (if applicable)	
Pediatric	For clients aged 17 and under	Manufacturer specification sheet
	Meets overall eligibility criteria	Recycle inventory search results
		Power Mobility Application form (Oct 2024)
		Client Consent form
		Authorization for new or recycled wheelchair

Table 2

POWER WHEELCHAIR ELIGIBILITY CRITERIA

Eligibility criteria	Adult		Pediatric	
			First wheelchair	Second wheelchair
Able to propel a manual wheelchair	Not able to self-propel and no assistance is available*		Not able to self-propel, may have assistance available	Not able to self-propel and no assistance is available* No longer using a manual wheelchair except for occasional use or when the power wheelchair is being repaired
Ambulation with/without a cane(s), walker, crutches or with lower limb prosthetic**	No ability (see below) May use cane/walker for transfer purposes		No ability, or limited	No ability. No longer functionally using a walker May use cane/walker for transfer purposes
Full-time use	Full-time, independent, indoor and outdoor use. No other mobility device used apart from during transfers. Manual wheelchair used only when power wheelchair is being repaired or when accessibility with a power wheelchair is an issue.		May be part-time independent user, with a plan leading to full-time use	Full-time, independent, indoor and outdoor use.
Activity level	Must be active in the community (daily or at least four days a week). Community is considered outside of the home or facility property.		Indoor use with plan in place leading to full-time use	. Must be active in community (daily or at least four days a week)
Functional impairment	No, or significant lack of, upper extremity strength, has existing or is at high risk for upper extremity injury. Category C or D manual wheelchair not an option		May or may not be at risk.	No, or significant lack of, upper extremity strength, has existing or is at high risk for upper extremity injury.
Accessibility	Environments the client uses are fully accessible (home/community). All areas required by the client must be assessed Heated storage. Able to transport		Once it is clear the child will become a full-time user, parents or guardians should consider making the home fully accessible	Fully accessible home/community Heated storage. Able to transport
Trial	Two power wheelchairs from different manufacturers Client driving ability must be assessed. The type of drive chosen for the client must be justified		Two power wheelchairs from different manufacturers Minimum one full day. Competency and potential need to be determined as	Two power wheelchairs from different manufacturers Minimum 24 hours in all environments – see WP – 04

	All areas and locations used by the client must be assessed. Trials are expected to take 12 – 20 driving hours, or two to four days to complete	well as if additional training is required.
Other	Minimum six consecutive hours sitting tolerance. Heated storage	Heated storage Minimum six consecutive hours sitting tolerance Heated storage

* Exceptions may be considered for those clients that may have severely limited functional ability to propel a manual wheelchair and no assistance to push it, but the client is very active (most days of the week) in the community.

**Benefits that provide a duplicate function are not funded by AADL (e.g., a power wheelchair and lower-limb prosthetics or hospital bed as each benefit requires full-time use to be eligible for funding).

Table 3

OPTION-SPECIFIC ELIGIBILITY CRITERIA

Option/Feature	Criteria	Documentation required
Recline	Difficulties breathing (when back canes cannot be adjusted to accommodate 10° open hip angle). Catheterizes, feeding impairment, need to extend trunk during feeding.	Recline section on Adult Power Tilt- in-Space Request form for power wheelchairs.
Tilt option	Clients unable to maintain sitting in an upright position and specialized postural supports do not address need.	Adult Power Tilt-in-Space Request form for power wheelchairs.
Oxygen holder		

Exclusion Criteria

AADL will not provide power wheelchair funding for:

- clients with an AADL-funded homecare bed
- clients with AADL-funded lower extremity prosthetics; see Program Manual Section OP – Orthotic and Prosthetic Benefits for more information
- palliative clients; see WP – 10 Definitions for a definition of palliative
- clients requiring temporary, short-term loans or rental equipment
- use for transportation over highways or roadways. Clients using power mobility are considered pedestrians. It is illegal to use a power wheelchair on the highways or roadways. Clients are expected to use vehicles to transport their power wheelchair over longer distances.

Procedure

Authorizers:

- Confirm clients meet AADL general eligibility requirements, including residence and past benefit consumption.
- Assess client in the home environment. Consider the ability to transport wheelchair in vehicle.
- Explain client eligibility to the client and clearly indicate which wheelchair(s) the client is eligible to receive

- If client has a current power wheelchair, determine if it can be modified or repaired to meet the client's needs. Clients with privately-owned wheelchairs are responsible for these costs; consider alternate funding resources to assist client, when applicable.
- Refer to eligibility criteria to determine if client is eligible.
- Explain to client that the wheelchair will come through recycle first. If one is not available there, the client will be provided choice of vendor according to the wheelchair approved vendor list.

Clients:

- Fully participate in assessment.
- Confirm eligibility with authorizer.
- Understand and be well-informed about wheelchair choice and cost implications. AADL provides wheelchairs through recycle first.
- Arrange for funding to include all costs exceeding the AADL contributions and, when applicable, the cost-share portion to be paid directly to the vendor prior to the wheelchair order being processed by the vendor.
- Sign Client Consent form.

Recycle Vendor:

- Receive generic specification forms from authorizers.
- Search recycle inventory database for match.
- Provide written confirmation for match or no match.
- If match available, receive authorization on the Alberta Blue Cross online health portal and confirm with authorizer the cost-share amount.
- Collect cost-share, refurbish wheelchair as required, and set it up as per authorizer's request.

Vendors:

- Provide equipment for trial if requested, and assist authorizer with completing wheelchair specification sheets. Ensure the authorizer understands the purpose of current features of the wheelchair and potential for modifications in the future.
- Receive notice from the authorizer of authorization on the online health portal and provides equipment.

Alberta Blue Cross:

- Address concerns raised by authorizers and escalate to AADL if the issue is not addressed within Alberta Blue Cross.
- Respond to telephone or email requests for information on wheelchair benefits eligibility and provide reference to the AADL website for further information at: www.alberta.ca/alberta-aids-to-daily-living.aspx
- Process valid authorizations.

AADL:

- Receive power wheelchair applications and relevant documentation and ensures clients meet eligibility requirements..
- AADL Mobility and Large Equipment Manager: Review and approve or deny power wheelchair applications.

Policy WP – 03

Authorizer Qualifications

Policy Statement

Power wheelchair authorizers must be an occupational therapist or physiotherapist who is approved by AADL for power wheelchairs as part of their product range.

Procedure

Authorizer Applicants:

- Must already be an approved authorizer. See AADL Program Manual Section GN – General Policy and Procedures for information on becoming an authorizer.
- Complete the Power Wheelchair Authorizer Application form at: www.alberta.ca/assets/documents/aadl/aadl-authorizer-wheelchair-power-application.pdf
- Forward completed application with supporting documentation to AADL. Ensures that all competency requirement, experience, mentorship and education are met.

AADL:

- Review applications and approve authorizers who have completed all requirements and met eligibility criteria.
- Add power wheelchair product range to the authorizer's product range list.
- Notify Alberta Blue Cross of additional range.
- Monitor authorizers' activities and determine compliance with policies and procedures.
- If an authorizer is found to not have not met compliance with policies and procedures, review authorization status and addresses with the authorizer including, but not limited to, suspension of status.

Policy WP – 04

Authorization Process

Policy Statement

The authorization process includes assessment, confirming eligibility, trialing the equipment, completing the documentation and submitting to Alberta Blue Cross.

Assessments must be documented on the Power Mobility Application form.

All power wheelchair assessments must include a power wheelchair trial consisting of two wheelchairs with the same drive configuration (e.g. two rear wheel drive power wheelchairs) from two separate manufacturers. The trial must be done with the client's preferred vendor. This practice ensures the client has choice and assists AADL in determining appropriate substitutes.

AADL wheelchair vendors must provide wheelchairs for trial purposes for a period of up to three days. The authorizer must arrange to have trial equipment returned; it may not be kept for ongoing use.

Power wheelchair authorizations are pending until approved. The authorization remains active for the frequency period for the product.

Specification sheets for the selected power wheelchair must be completed by the authorizer. The vendor may be consulted; however the authorizer is responsible for the clinical rationale to support each option ordered on the specification sheet. AADL will fund the lowest cost option when a generic part is available (e.g. seatbelt).

If the authorizer deems that a substitution wheelchair will not meet the client's needs, clinical documentation must be provided on the authorization explaining why a substitute is not acceptable. See WP – 09 Definitions for AADL's definition of substitute wheelchairs.

Authorizations for internal transfers are not accepted for power wheelchairs.

Procedure

Authorizers:

- Assess clients, including a power wheelchair trial in the home environment. Consider competency, environment and ability to transport wheelchair in vehicle.
- Confirm client eligibility, including residence and past benefit consumption. Check past consumption on the Patient Inquiry screen on the Alberta Blue Cross online health portal. Refer to Policy WP – 02 Eligibility Criteria.
- Document assessment details on the Power Mobility Application form and Power Tilt-in-Space Request form if required. These forms are available on-line at: <https://www.alberta.ca/aadl-forms-and-documents.aspx>.
- Provide clinical information and rationale on the Power Mobility Application form to assist AADL in adjudicating client's eligibility.
- Explain client eligibility to the client. Clearly indicate which wheelchair(s) the client is eligible to receive and which options are funded by AADL.
- Provide client a choice of vendor from the AALD wheelchair approved vendor list.
- Trial the equipment. Ensure client competency and safety.
- Arrange for any trial equipment to be returned to the vendor.
- Complete specification sheets for chosen wheelchair.
- Complete Generic Specification form – Power wheelchair and submit to recycle vendor to search inventory
- Determine client costs and ensure the client understands and agrees to any costs they are responsible for. Refer to the specific wheelchair specification sheet and approved product list to determine additional/upgrade costs to the client. Indicate client has agreed to pay for option (and option upkeep) not funded by AADL on the specification sheet.

- Complete the authorization for power mobility on Alberta Blue Cross online health portal and upload required documentation. Authorization will be for either new or recycle power chair.:
 - Power Mobility Application form
 - Documentation from recycle vendor that match/ no match was found
 - Manufacturer's specification form
 - Client Consent form
- Ensure application form is signed by client and authorizer
- If power tilt is required, complete a separate authorization for power tilt on the Alberta Blue Cross online health portal and upload required documentation:
 - Adult Power Tilt-in-Space Request form
 - Client Consent form (if not submitted with a power mobility authorization)
- If power tilt is being requested as a retrofit to current power chair, submit an authorization for power tilt on the Alberta Blue Cross online health portal and upload required documentation:
 - Adult Power Tilt-in-Space Request form
 - Client Consent form
 - quote from vendor including discount on tilt and labour
- Notify vendor of authorization on the online health portal and order equipment.
- Terminate authorization if a client is deceased.

Clients:

- Fully participate in assessment and full equipment trial.
- Understand AADL policy, including the recycle program, and seek clarification with authorizer for any questions
- Understand and be well informed about wheelchair choice and cost implications.
- Are prepared to pay all costs exceeding the AADL contributions including cost-share if applicable. Payment is made directly to the vendor prior to their processing the order.
- Sign Client Consent form.
- Understand and is prepared to sign the Power Wheelchair Validation Certificate provided by the vendor.

Alberta Blue Cross:

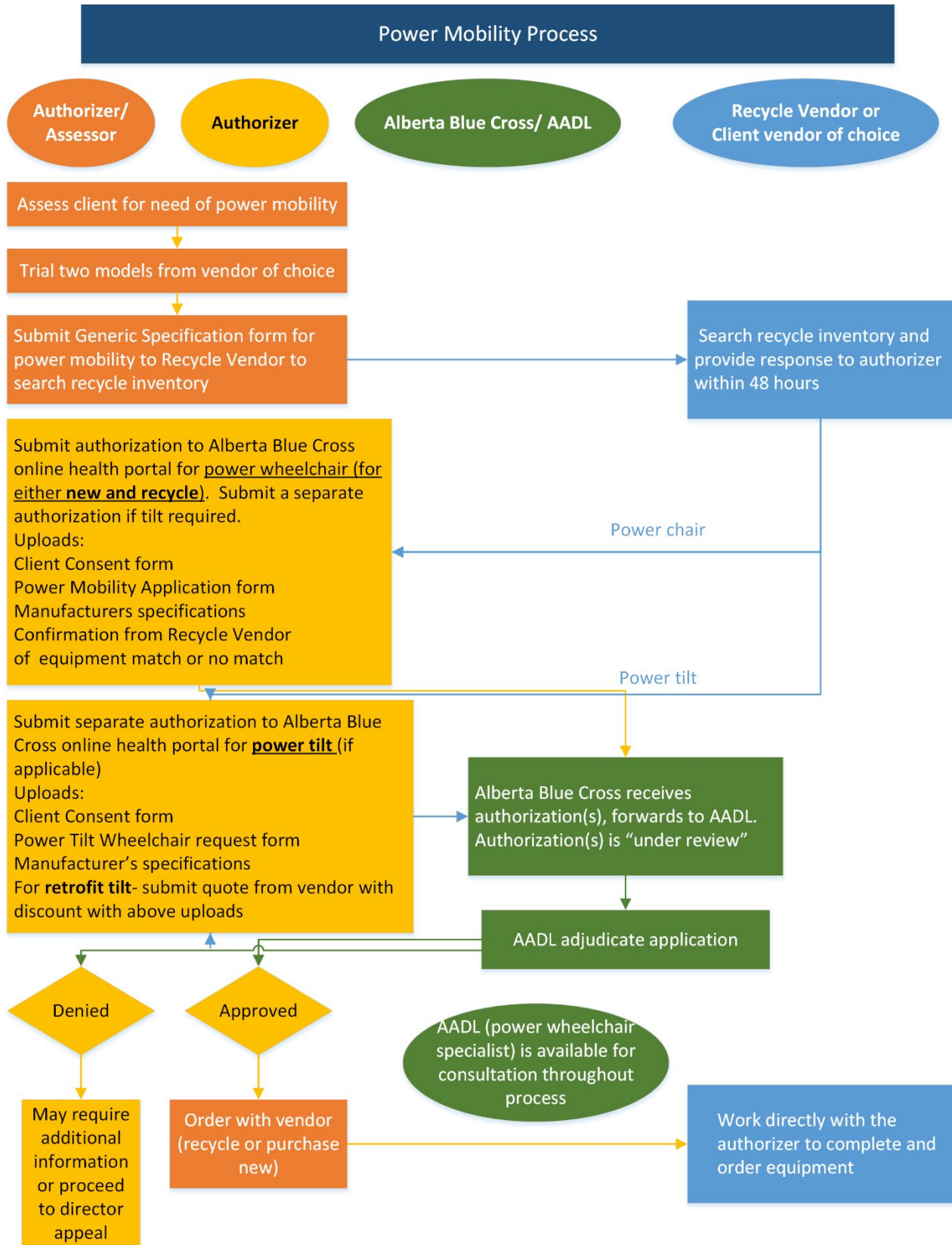
- Review authorizations for compliance and accuracy.
- Forward applications to AADL for adjudication.
- Process valid authorizations.
- Notify authorizer via email that the authorization is available to view.

AADL:

- Review and adjudicate power wheelchair applications.
- Review manufacturer's specifications.
 - If applications require further clarification and additional information, AADL may require authorizer to submit other supporting documentation or video consultation information when needed.
- Provide clarification and assistance to authorizers when a power wheelchair application has been denied.
 - Authorizers are expected to consult/review AADL policies prior to contacting AADL).
 - Denials will be explained on the authorization on the online health portal.
- Notify Alberta Blue Cross of decision.

Figure 1

Power Wheelchair Authorization Process



Policy WP – 05

Providing Power Wheelchair Benefits

Policy Statement

AADL-funded wheelchairs are provided through Alberta vendors who have a tendered contract with AADL. Vendors under this contract are considered AADL wheelchair vendors and provide new equipment and repair services. AADL wheelchair vendors provide select wheelchairs to AADL clients from Alberta Aids to Daily Living Approved Product List W – Wheelchairs: Manual and Power authorized by an AADL authorizer. The AADL wheelchair vendor list is found at: www.alberta.ca/aadl-approved-vendors-list.aspx

Power wheelchair vendors must employ one power wheelchair technician with two years' experience on the bench. This technician must have certificates for two consecutive years for each manufacturer they deal with.

Wheelchairs are provided from the recycle program first through the recycle vendor. Prior to submitting the authorization, the authorizer must request a search of the recycle inventory by the recycle vendor for a power wheelchair that meets the client's needs. After an authorizer submits an authorization and uploads the application for a power wheelchair to the online health portal, AADL will adjudicate the application. If approved, the authorizer will work with the recycle vendor, or with the vendor of client choice if purchasing new.

The AADL recycle vendor and wheelchair vendors provide wheelchairs according to AADL specifications. Clients must sign the Power Wheelchair Validation Certificate confirming delivery and satisfaction.

In the event the vendor receives notice the client is deceased before the wheelchair is delivered to the client, the vendor stops the delivery and sends the equipment to the AADL recycle vendor for recycle.

Wheelchairs provided by the AADL program remain the property of the Government of Alberta. See Policy WM – 07 Ownership and Responsibilities – Repairs and Returning Power Wheelchairs.

Procedure

Authorizers:

- Participate in final wheelchair fitting.
- Address any concerns within 15 business days with the AADL client and vendor.
- Notify AADL if concerns are not resolved.

Clients:

- Pay any cost-share portion and/or upgrade costs directly to the vendor.
- Confirm satisfaction with delivery and fit by signing the Power Wheelchair Validation Certificate upon delivery.
- Address any concerns immediately with the AADL authorizer and vendor.
- Assume responsibility for the care and maintenance of the wheelchair, including costs associated with repair and maintenance if the wheelchair was grant funded.

Vendors:

- Receive notification of approved authorization for power wheelchair benefit from the authorizer..
 - If the wheelchair is in the recycle inventory, the recycle vendor will determine any refurbishing costs and submit work order to AADL for approval.
- Receive approval to proceed with refurbishing recycled wheelchair (recycle vendor only) or providing new (via wheelchair authorization).
- Collect any cost-share portion and/or upgrade costs from the client prior to ordering the wheelchair or parts. Contact AADL when cost-share has not been received within six months.

- Order the wheelchair/parts.
- Affix AADL stickers (“Not for Resale”) to wheelchair once it arrives at the vendor.
- Set up the wheelchair according to specifications and deliver to client.
- Address any concerns at time of delivery; have client sign Power Wheelchair Validation Certificate. Advise AADL if concerns cannot be addressed immediately.
- Submit claim to the online health portal with funded specifications and options. Claims must include the serial number. Invoice and signed validation certificate must be kept on file and available for audit by Alberta Blue Cross or AADL
- Must employ one power wheelchair technician with two years’ experience on the bench. This technician must have certificates for two consecutive years for each manufacturer they deal with.

Alberta Blue Cross:

- Put authorization in pending and forwards application to AADL for adjudication.
- Notify authorizer when decision has been made.
- Process claims.

AADL:

- Maintain a list of AADL-approved wheelchair vendors.
- Review work orders submitted by recycle vendor for refurbishing recycle wheelchairs.
- Advise recycle vendor of decision to approve or deny work order and provides work order authorization if approved.

Policy WP – 06

Quantity and Frequency Limits

Policy Statement

AADL sets limits on the number of wheelchair benefits funded per eligible client based on basic clinical needs and fiscal accountability.

AADL power wheelchairs are provided for long-term use and are expected to last at least seven years for the same client. AADL power wheelchairs can be modified to meet changing needs.

A maximum of one oxygen holder is funded per eligible client.

AADL will only consider replacing a power wheelchair for the following reasons:

- the client has had a major change in medical status and the current wheelchair cannot be modified to meet the client's needs through adjustments or parts changes
- the client's weight has changed necessitating a wheelchair with a different weight capacity
- AADL has determined the client's wheelchair is no longer economical to repair. AADL may consider using recycle parts or funding temporary repairs until the wheelchair replacement process can be completed

AADL will not replace a power wheelchair for the following reasons:

- to accommodate a request for tilt that cannot be added to the current power wheelchair
- technological advances determined to be above basic needs
- if the replacement is not on the approved product list

Quantity and frequency review requests are not required for power mobility. All requests for power mobility are completed through the authorization process and the power mobility application. AADL does not replace equipment that has been lost, stolen, misused or damaged. Clients should purchase insurance to cover the cost of replacements should the equipment be lost, stolen or damaged.

Procedure

Authorizers:

- Assess client and determine if wheelchair can be modified or if a replacement is required.
- Consult vendor to determine if the wheelchair is modifiable or cost-effective to repair.
- Complete a power wheelchair authorization on the online health portal and indicate the client has current power wheelchair through AADL and follow same instructions for any power wheelchair request. See WP – 04
- Provide rationale for requesting another power wheelchair. Contact AADL's Equipment Technician if replacement is urgent. Temporary parts or repairs to the client's current wheelchair may be expedited to ensure the client is safe.
- Receive notification of review decision from Alberta Blue Cross and notify the client.

Clients:

- Maintain care of the power wheelchair to prolong life of benefit provided through AADL and to prevent need for premature replacement of benefit.
- Consult with AADL authorizer when replacement of AADL equipment is required.
- Ensure replacement equipment authorized meets their basic need during trial and when delivered.
- Seek alternate funding for equipment needs that fall outside the quantity and frequency limits.

Vendors:

- Receive requests to evaluate AADL wheelchairs for costs to repair or modify.
- Notify authorizer if repairs are not cost-effective and denied by AADL.
 - Authorizers should also be notified that they can proceed to apply to AADL for a another wheelchair
- Educate client on wear and care of equipment and availability of maintenance parts to prolong life of benefit.
- Replace or repair equipment under warranty without cost to AADL.
- Provide AADL-funded replacement equipment to client when valid authorization has been confirmed.

Alberta Blue Cross:

- Send notification of the decision to the authorizer, and the client if necessary.

AADL:

- Adjudicate and provide decisions to Alberta Blue Cross.
- Provide clarification and assistance to authorizers when a power wheelchair application has been denied.
 - Authorizers are expected to consult and review AADL policies prior to contacting AADL. If applications require further clarification and additional information, AADL may require authorizers to submit other supporting documentation, including video consultation information, when needed.

Policy WP – 07

Ownership and Responsibilities – Repairs and Returning Power Wheelchairs

Policy Statement

AADL retains full ownership of all power wheelchairs.

AADL vendors are expected to participate fully in the AADL program, including repairs and maintenance services.

The client, their family, trustee or guardian are responsible for ensuring that reasonable care and maintenance of the AADL-funded power wheelchair is provided.

Preventative maintenance is the responsibility of the client.

Power tilt/recline retrofit requests are submitted as an authorization on the online health portal.

Repairs

Repairs are completed by any AADL-approved wheelchair vendor.

AADL provides \$650 for repairs and maintenance to AADL-owned power wheelchairs plus one set of tires and batteries annually.

Clients are responsible for any costs above the annual limits. If the client chooses to have a repair made with manufacturer parts rather than generic parts, the upgrade costs are the client's financial responsibility.

Returning wheelchairs

All power wheelchairs no longer needed by the client must be returned to the AADL recycle vendor for recycle or use as parts.

Clients must return power wheelchairs to the AADL recycle vendor no later than seven days after the client no longer needs it or, if moving outside of Alberta, no later than seven days after leaving the province.

Parts that are recovered from an AADL wheelchair remain the property of AADL and are used to refurbish AADL recycle wheelchairs.

Procedure

Authorizers:

- Ensure clients understand responsibility for care, maintenance and return of AADL-owned wheelchairs.
- Advise clients to keep a record of maintenance and repairs to wheelchair.
- Advise clients to return wheelchair to recycle vendor when wheelchair is no longer needed.
- Update AADL if client status has changed, including a move out of province.

Clients:

- Ensure reasonable care and maintenance of AADL-owned wheelchairs.
- Be aware that AADL does not replace any wheelchair that is lost, stolen or damaged due to misuse or accidents. AADL recommends clients insure the wheelchair through a private homeowner's/tenant insurance policy.
- Contact the AADL recycle vendor to return AADL-owned wheelchairs when no longer needed or client is moving out of province. Recycle vendor will arrange picking up equipment.

Vendors:

- Review care and maintenance of AADL-funded wheelchairs with clients.

- Repair AADL-owned wheelchairs.
- 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 wheelchair replaced.
- Notify the client of the price differences between generic parts and manufacturer parts.
 - Repairs can be claimed on the online health portal for repairs under \$650.
 - An authorization for prior approval for parts changes or repairs is required to be submitted to the online health portal for any repairs over \$650.
- Contact Alberta Blue Cross by phone if repair need is urgent.
- Collect any cost-share or upgrade costs from the client prior to completing the repair.
- Update AADL if client status has changed – e.g., client has moved.

Recycle Vendor:

- Recycle wheelchairs in from clients when wheelchair is no longer needed.
- Track all wheelchairs in recycle inventory.

Alberta Blue Cross:

- Process repair claims.
- Pend authorizations for prior approval repairs and forwards to AADL.

AADL:

- Provide funding assistance for repairs and maintenance to AADL-owned wheelchairs.
- Review and approves eligible cost-effective repair work orders over \$650.
- Deny approval if AADL determines a wheelchair is irreparable or not cost-effective to repair.

Policy WP – 08

Refusal of Equipment

Policy Statement

Clients who refuse equipment are not eligible for AADL funding for another wheelchair for a minimum of six months. During the authorization process, the client agreed to trial the equipment and ensured their home and living situation accommodated the equipment.

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 must be cancelled by the authorizer on the Alberta Blue Cross online health portal.

Clients who request funding for the benefit after refusing the same type benefit must provide a letter to their authorizer 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 new authorization and power wheelchair application 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:

- Advise client of the consequences of equipment refusal.
- 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.
- Complete a new authorization and power wheelchair application on the Albert Blue Cross online health portal for the item and upload the letter from the client (family/guardian/trustee) as supporting documentation.

Clients:

- Participate in reassessment with authorizer.
- Write letter describing circumstances and providing assurances described above.
- Agree to accept costs associated with replacing equipment.

Alberta Blue Cross:

- Sends notification of the decision to the authorizer, and the client if necessary.

AADL:

- Receives and supporting documentation from Alberta Blue Cross.
- Adjudicates and provides decision to Alberta Blue Cross.

Policy WP – 09

Patient Claim Statement

Policy Statement

Power wheelchair vendors must provide every client with a patient claim statement for each benefit invoiced to the AADL program. The statement can be printed from the Alberta Blue Cross online health portal, and must include general information such as statement details, Alberta Blue Cross contact information and client data.

The patient claim statement is comprised of three sections: statement information, claim summary and claim details.

The claim summary displays the overall breakdown of how much each client is responsible for against the total claimed amount for all claims submitted:

- Total amount claimed – The sum of claimed amounts for all claims submitted.
- AADL will pay – The total amount that AADL will cover for all claims submitted.
- Client will pay – The total amount the client is responsible to pay for all claims submitted. This amount is the sum of any cost-share amount the client owes and upgrade charges that are not covered by AADL.

Clients must be provided with a copy of their patient claim statement.

Procedure

Vendors:

- Provide clients with a patient claim statement for AADL benefits. The patient claim statement must be printed from the Alberta Blue Cross online health portal.
- For cost-share clients, identify the AADL contribution and the client's cost-share contribution for each benefit.
- For cost-share exempt clients, identify AADL's contribution for each benefit.
- Retain a copy of the patient claim statement on the client's file.

Alberta Blue Cross:

- Provide vendors with a patient claim statement through the online health portal as required.

Policy WP – 10

Definitions

Approved product list

The approved product list is a list of equipment that AADL purchases. Only products listed on the approved product list will be purchased. This list is revised once the new purchasing agreements are in place.

Back-up wheelchair

A back-up wheelchair is a category A manual, tilt or heavy-duty wheelchair taken from the recycle inventory to be used by clients who have received a power chair from the program. The back-up wheelchair is intended for use when the power wheelchair is not in working order or is at the vendor for maintenance/repairs.

Controlled transfer

A controlled transfer is when a person can lower themselves from a standing position to a sitting position without “plopping.” This informs AADL how much added durability is required for the wheelchair.

Dependent full-time user

A dependent full-time user is a client who is unable to self-propel the wheelchair in any environment and therefore is always dependent on others to be pushed.

Dependent part-time user

A dependent part-time user is a client who is able to propel 10 feet or less and/or change direction within their room and/or is able to wheel independently within their home environment, but unable to self-propel long distances (e.g., to dining room in nursing home) or outside.

Equipment trial

An equipment trial is organized and led by the authorizer, initiated through the client’s vendor of choice, and involves the client and caregiver trying equipment to determine which will meet the needs of the client. The trial must include accessing the home entrance and rooms, any vehicle the wheelchair will be transported in and environments where the chair will be used such as school/work/community and outdoors (especially in rural settings). Trial wheelchairs are provided by AADL wheelchair vendors according to trial equipment guidelines.

Formal recycle

Formal recycle includes all manual and power wheelchairs that are owned and tracked by AADL. Manual and power wheelchairs are recycled-in when the client no longer needs the wheelchair and recycled-out when an AADL authorizer requests a wheelchair with the same or similar measurements/options. Once a wheelchair is no longer economical to repair or refurbish, AADL removes it from formal recycle. These wheelchairs are used for parts and/or declared as surplus. Surplus equipment is handled through Surplus Sales, Service Alberta.

Full-time user

A full-time user is a wheelchair user who uses a wheelchair for a minimum of six consecutive hours in a day. A full-time user may use another mobility device for transferring but is unable to use it for ambulating.

On the bench

“On the bench” refers to technicians working on equipment full-time.

Palliative client

A client is deemed palliative if they are 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.

Part-time user

A part-time wheelchair user is a client who walks some of the time, uses the wheelchair for fatigue, long outings, etc. or sits in another kind of chair for part of the day.

Recycle in/out

Recycle-in is when a wheelchair is returned to a recycle vendor. Recycle-out is when AADL assigns a wheelchair from the recycle inventory to go to a client. The recycle-out wheelchair is refurbished prior to being sent out to the client. See AADL Program Manual Section ZR – Recyclable Benefits: Recycle Vendor Service for further information on recycle services.

Recycle inventory

The recycle inventory includes all the equipment owned by AADL that are tracked in the equipment inventory. AADL equipment is stored at the AADL-approved recycle vendor in the province. See AADL Program Manual Section ZN – Recyclable Benefits: New Purchase and Repair and Section ZR – Recyclable Benefits: Recycle Vendor Service for further information on recycle services.

Recycle vendor

The recycle vendor is a vendor who has a contract to provide recycled wheelchairs for AADL. The recycle vendor is active in recycling AADL inventory and refurbishing AADL wheelchairs.

Standard

Standard is the term used to describe any wheelchair benefit with a cost fully funded by AADL (subject to cost-share) for eligible clients.

Substitute wheelchairs

Substitute wheelchairs are wheelchairs of a different model than requested by the authorizer. These wheelchairs are deemed to match the measurements and features requested on the specification sheet provided by the authorizer.

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 upgrade costs. Benefits that have an upgrade charge to the client are indicated on the wheelchair specification sheets found on the AADL website.

Valid authorization

An authorization is considered valid when information is correct and completed in full; all necessary clinical rationale is documented; the client meets the relevant eligibility criteria; any requisite prior approval has been provided; and relevant documentation has been uploaded.