

# Alberta Health

## Alberta Aids to Daily Living Power Wheelchair Benefits-Adult/Pediatric

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### Policy & Procedures Manual Section WP

January 2022



## Revision History

Description	Date
Copy editing and reformatting	January 4, 2022
Updated WP-02 Eligibility Table to include lower limb prosthetic.	October 22, 2019
Updated links.	April 1, 2019
Policy and Procedures for Power Wheelchairs separated from Manual for Wheelchairs. WP Manual created. Updates to previous policy highlighted.	April 1, 2016

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# Policy WP – 01

## Power Wheelchair Benefits Description

### Policy Statement

The Alberta Aids to Daily Living (AADL) Program Manual Section WP contains information about power wheelchairs for adults and children.

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

All power wheelchairs recycled and funded by AADL are listed on the Wheelchairs: Manual and Power Approved Products List. AADL regularly reviews the approved products lists. Only power wheelchairs on the Wheelchairs: Manual and Power Approved Product List 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.

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**

Basic wheelchair accessories such as cushions, amputee boards, special backs and drop seats are found in Policy Manual X: Seating benefits and wheelchair accessories.

Specialized seating benefits authorized through a seating clinic are found in Policy Manual X: Seating benefits and wheelchair accessories.

Information on formal recycle, repairs, internal transfers and parts changes is found in Policy Manual ZN: Recyclable Benefits: Recycle Services.

**Exclusion List: Wheelchairs/Mobility Equipment or Features not funded by AADL**

- Scooters
- Power wheelchairs with captain style seats
- Fixed height arm rests on wheelchairs
- Backpacks
- Monogramming
- Multiple choice or custom color options
- Flat-free inserts in casters or wheelchairs where urethane is available
- Seat belts other than approved generic ones
- Touch up paint
- Tire pumps
- Cosmetic accessories
- Attendant controls
- Van-style seating
- Upcharges on Bluetooth option or environmental controls, unless needed with communication devices
- Upcharges on computer attachments
- Power seat elevators
- Power leg rests
- Light packages
- High speed motors
- Batteries, parts or repairs for privately owned power wheelchairs
- Repairs on any component on a mobility device purchased privately

# Policy WP – 02

## Power Wheelchair Eligibility Criteria

### Policy Statement

The Power Wheelchair Eligibility Criteria policy assists clients, guardians, authorizers and vendors in identifying client eligibility to access power wheelchair benefits.

Clients must meet general eligibility requirements found in AADL 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 the wheelchair prior to authorization for power wheelchairs.

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

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 (Policy Manual 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 on an annual basis. Clients are responsible for costs over this amount.

Clients with an AADL power wheelchair are eligible for a category A manual chair for use when the power wheelchair is not working or has to be left with a vendor for repairs or maintenance.

On a case-specific and exceptional basis only, AADL may consider funding a category B or C back-up wheelchair. This will be done on a prior approval basis only, and all pertinent clinical, functional assessment findings and other details are required for consideration. Submit prior approval details to Alberta Blue Cross. See Policy WP – 09: Definitions for category definitions.

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.

Client eligibility criteria for power wheelchairs are different for adults and children. See Table 1: Power Wheelchair Benefit Specific Eligibility Criteria.

**Table 1: Power Wheelchair Benefit Specific Eligibility Criteria**

Eligibility Criteria	Adult Power (Prior approval)	Pediatric Power (Prior approval)	
		<i>First Wheelchair</i>	<i>Second Wheelchair</i>
<b>Ability to manage a manual wheelchair</b>	Not able to self-propel and no assistance available. *	Not able to self-propel, may have assistance available.	Not able to self-propel and no assistance available. *
<b>Ability to ambulate with/without a cane(s), walker, crutches or with lower limb prosthetics**</b>	No ability (see below). May use cane/walker for transfer purposes.	No ability or limited.	No ability. May use cane/walker for transfer purposes.
<b>Activity Level</b>	Full time indoor and outdoor use. Must be active in the community (daily or close to).	Indoor use with plan in place leading to full-time use.	Full time indoor and outdoor use. Must be active in community (daily or close to).
<b>Functional impairment</b>	No, or significant lack of, upper extremity strength, has existing or is at high risk for upper extremity injury.	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.
<b>Accessibility</b>	Environments the client uses are fully accessible (home/community). Heated storage. Able to transport.	Once clear that child will become full-time – parents or guardians should consider making home fully accessible.	Fully accessible home/community. Heated storage. Able to transport.
<b>Trial</b>	Two power wheelchairs from different manufacturers. Minimum 24 hours in all environments-see WP-04.	Two power wheelchairs from different manufacturers. Minimum full day.	Two power wheelchairs from different manufacturers. Minimum 24 hours in all environments-see WP-04
<b>Other</b>	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 perform duplicate functions are not funded by AADL.

**Table 2: Option Specific Eligibility Criteria**

Option/Feature	Criteria	Documentation required
<b>Recline</b>	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 Tilt-in-Space form for power wheelchairs.
<b>Tilt Option</b>	Clients unable to maintain sitting in an upright position and specialized postural supports do not address need.	Tilt-in-Space form for power wheelchairs.
<b>Oxygen Holder</b>	Client receives oxygen through AADL	

**Exclusion Criteria**

- Clients with an AADL-funded homecare bed.
- Clients with AADL-funded prosthetics – see Program Manual Section OP: Orthotic and Prosthetic Benefits for more information.
- Palliative clients – see WP – 09 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:**

1. Confirm clients meet AADL general eligibility requirements.
2. 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.
3. Refer to eligibility criteria to determine if client is eligible.
4. Provide clinical information and rationale on the power wheelchair assessment form and the AADL Wheelchair Authorization form to assist AADL in adjudicating client’s eligibility.

**Clients:**

1. Confirm eligibility with Authorizer.
2. Sign Client Declaration form.



**Alberta Blue Cross:**

1. Addresses concerns raised by Authorizers and escalate to AADL if the issue is not addressed within Alberta Blue Cross.

**AADL:**

1. Receives power wheelchair applications and ensures clients meet eligibility requirements. Client Services confirms general eligibility.
2. Enters application onto AADL power mobility database.
3. AADL Mobility and Large Equipment Manager reviews power wheelchair applications for prior approval.
4. Responds to telephone or email requests for information on wheelchair benefits eligibility and provides reference to the AADL website for further information at:  
[www.alberta.ca/alberta-aids-to-daily-living.aspx](http://www.alberta.ca/alberta-aids-to-daily-living.aspx)

# Policy WP – 03

## Power Wheelchair Authorizer Qualifications

### Policy Statement

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

### Procedure

#### Authorizer Applicants:

1. Must already be an approved Authorizer. See the AADL General Policy and Procedures Manual for information on becoming an Authorizer.
2. Complete the Power Wheelchair Authorizer Application form at:  
[www.alberta.ca/assets/documents/aadl/aadl-authorizer-wheelchair-power-application.pdf](http://www.alberta.ca/assets/documents/aadl/aadl-authorizer-wheelchair-power-application.pdf)
3. Forward completed application with supporting documentation to AADL. Ensures that all competency requirement, experience, mentorship and education are met.
4. Sign the declaration form.

#### AADL:

1. Reviews application and approves Authorizers who have completed all requirements and met eligibility criteria.
2. Adds product range to the Authorizer's product range list.
3. Monitors authorizers' activities and determine compliance with policies and procedures.
4. If an Authorizer is found to not have not met compliance with policies and procedures, reviews authorization status and addresses with the Authorizer including, but not limited to, suspension of status.

# Policy WP – 04

## Authorization Process – Power Wheelchairs

### Policy Statement

The Authorization Process – Power Wheelchairs policy promotes the effective and efficient authorization of benefits.

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:

1. Assess clients, including a power wheelchair trial in the home environment. Consider competency, environment and ability to transport wheelchair in vehicle.
2. 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.
3. 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>.

4. Explain client eligibility to the client. Clearly indicate which wheelchair(s) the client is eligible to receive and which options are funded by AADL.
5. Provide client a choice of vendor according to wheelchair approved vendor list.
6. Trial the equipment. Ensure client competency and safety.
7. Arrange for any trial equipment to be returned to the vendor.
8. Complete specification sheets for chosen wheelchair.
9. 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.
10. Complete the authorization on Alberta Blue Cross online health portal and uploads required documentation:
  - Power mobility application
  - Power tilt application (if applicable)
  - Power wheelchair specifications
  - Client declaration
11. Terminate authorization if a client is deceased.

**Clients:**

1. Fully participate in assessment and full equipment trial.
2. Understand AADL policy, including the recycle program, and seek clarification with Authorizer prior to contacting AADL.
3. Understand and be well informed about wheelchair choice and cost implications.
4. 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.
5. Sign Client Declaration form.
6. Understand and is prepared to sign the Power Wheelchair Validation Certificate provided by the vendor.

**Alberta Blue Cross:**

1. Reviews authorizations for compliance and accuracy.
2. Forwards applications to AADL for adjudication.
3. Processes valid authorizations.
4. Notifies Authorizer via email that the authorization is available to view.

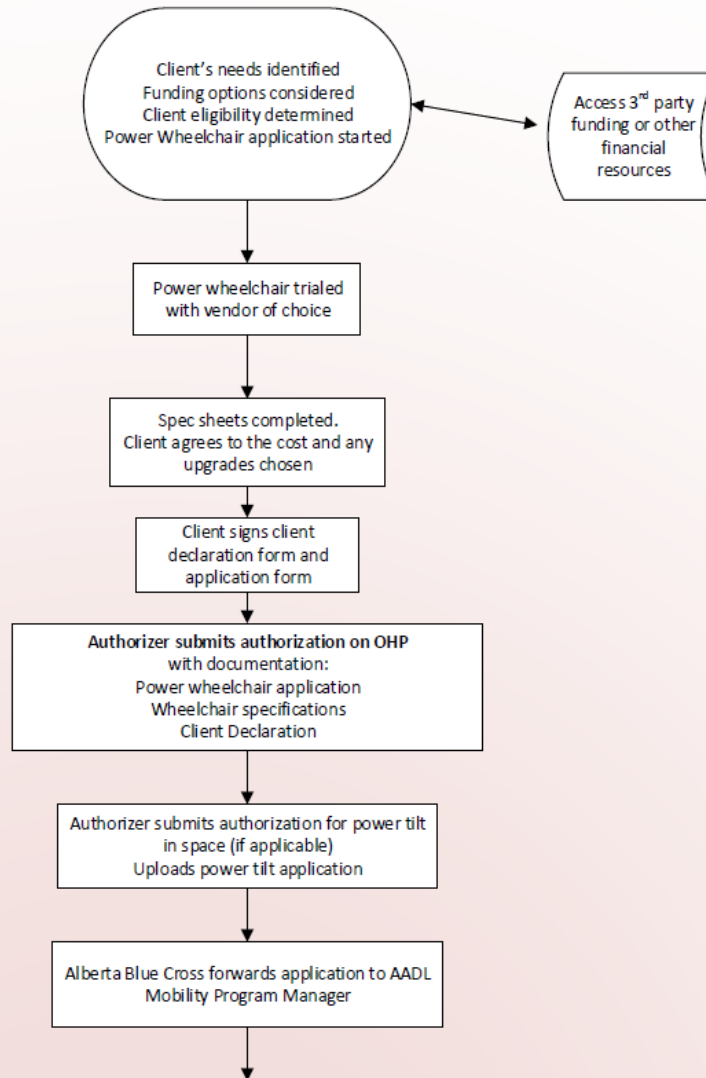
**AADL:**

1. Reviews and adjudicates power wheelchair applications.
2. If approved, searches recycle inventory in conjunction with Recycle Vendor.
3. Notifies the Recycle Vendor if a suitable equipment is located in the recycle inventory. If

suitable equipment is not found in the recycle inventory, notifies the client's preferred vendor to order new.

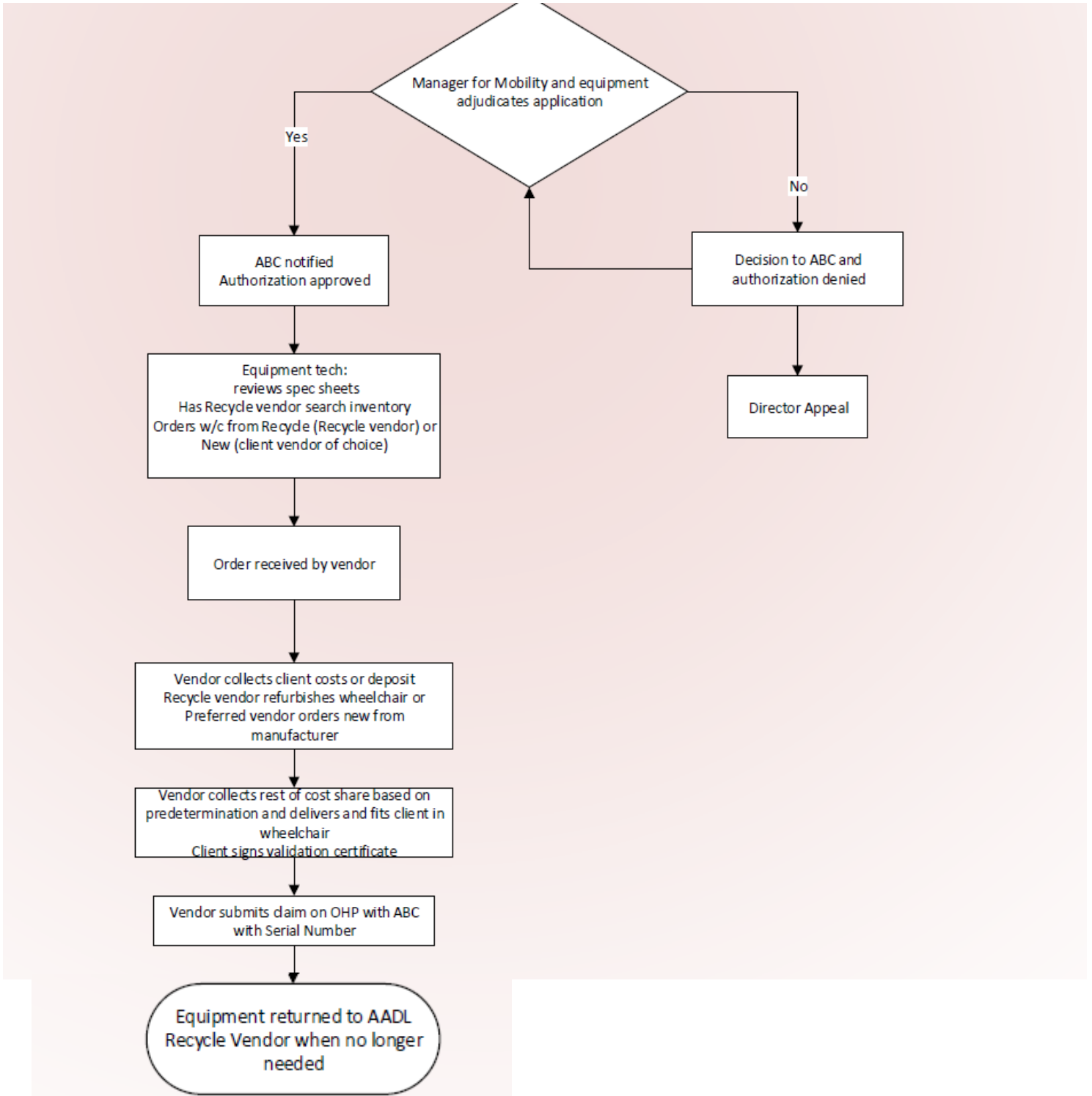
4. If applications requires further clarification and additional information, AADL may require Authorizer to submit other supporting documentation or video consultation information when needed.
5. Provides clarification and assistance to Authorizers when a power wheelchair application has been denied (Authorizers are expected to consult/review AADL policies prior to contacting AADL).
6. Notifies Alberta Blue Cross of decision.

**Power Wheelchair Flow Chart**



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# Policy WP – 05

## Providing Power Wheelchair Benefits - Supplier/Vendor

### Policy Statement

AADL provides a clear and consistent process for providing clients with power wheelchair benefits to promote the effective and efficient provision of benefits.

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 the Wheelchairs: Manual and Power Approved Product List authorized by an AADL Authorizer. The AADL wheelchair vendor list is found at: [www.alberta.ca/aadl-approved-vendors-list.aspx](http://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. 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, AADL will work with the Recycle Vendor to search the recycle inventory. When a recycle wheelchair is not available from the recycle inventory, AADL will notify a client's preferred wheelchair vendor to order 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 AADL Power Wheelchairs.

### Procedure

#### Authorizers:

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



**Clients:**

1. Pay any cost-share portion and/or upgrade costs directly to the vendor.
2. Confirm satisfaction with delivery and fit by signing the Power Wheelchair Validation Certificate upon delivery.
3. Address any concerns immediately with the AADL Authorizer and vendor.
4. Notify AADL if concerns are not resolved.
5. Assume responsibility for the care and maintenance of the wheelchair, including costs associated with repair and maintenance if the wheelchair is an upgrade.

**Vendors:**

1. Receive notification of prior approval/order for wheelchair benefit from AADL.
2. If wheelchair is in recycle inventory, the Recycle Vendor will determine any refurbishing costs and submit work order to AAADL for approval.
3. Receive approval to proceed with refurbishing recycled wheelchair (Recycle Vendor only) or providing new (via wheelchair authorization).
4. 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.
5. Order the wheelchair/parts.
6. Affix AADL stickers (“Not for Resale”) to wheelchair once it arrives at the vendor.
7. Set up the wheelchair according to specifications and deliver to client.
8. Address any concerns at time of delivery; have client sign Power Wheelchair Validation Certificate. Advise AADL if concerns cannot be addressed immediately.
9. Submit claim to the online health portal with funded specifications and options. Claims must include the serial number and signed validation certificates
10. 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**

1. Puts authorization in pending and forwards application to AADL for adjudication.
2. Notifies Authorizer of decision.
3. Processes claims.

**AADL:**

1. Maintains a list of AADL-approved wheelchair vendors.
2. Reviews work orders submitted by Recycle Vendor for refurbishing recycle wheelchairs.
3. Advises Recycle Vendor of decision to approve or deny work order and provides work order authorization if approved. Updates AADL power mobility database.

# Policy WP – 06

## Quantity and Frequency Limits – Power Wheelchairs

### Policy Statement

AADL provides clear and consistent guidelines and procedures for quantity and frequency limits for wheelchair benefits to ensure transparency, consistency and accountability.

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.

### Procedure

#### Authorizers:

1. Assess client and determine if wheelchair can be modified or if a replacement is required.
2. Consult vendor to determine if the wheelchair is modifiable or cost-effective to repair.
3. Complete a quantity and frequency review authorization on the online health portal, upload the Power Wheelchair Application form and indicate the client has current power wheelchair through AADL.
4. 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.

5. Follow the normal authorization process.

**Vendors:**

1. Receive requests to evaluate AADL wheelchairs for costs to repair or modify.
2. Notify Authorizer if repairs are not cost-effective and proceeds to re-apply.

**Alberta Blue Cross:**

1. Forwards applications to AADL.
2. Notifies Authorizer of decision.

**AADL:**

1. Reviews and adjudicates power wheelchair applications.
2. Provides 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 requires 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 AADL Power Wheelchairs

#### Policy Statement

AADL provides clear and consistent guidelines and procedures for repairing and returning AADL-owned wheelchairs to ensure transparency, consistency and accountability.

AADL retains full ownership of all power wheelchairs.

AADL vendors 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 are 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:**

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

### **Clients:**

1. Ensure reasonable care and maintenance of AADL-owned wheelchairs.
2. 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.
3. Contact the AADL Recycle Vendor to return AADL-owned wheelchairs when no longer needed or client is moving out of province.
4. Arrange for a courier to pick up the wheelchair and return it (via courier collect) to the AADL Recycle Vendor when the vendor cannot pick up the equipment and the client is unable to transport.

### **Vendors:**

1. Review care and maintenance of AADL-funded wheelchairs with clients.
2. Repair AADL-owned wheelchairs.
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 wheelchair replaced.
4. 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.
5. Contact AADL by phone if repair is urgent.
6. Collect any cost-share or upgrade costs from the client prior to completing the repair.
7. Update AADL if client status has changed – e.g. moved.

**Recycle Vendor**

1. Recycles the wheelchair in from clients when wheelchair is no longer needed.
2. Tracks all wheelchairs in recycle inventory.

**Alberta Blue Cross**

1. Processes repair claims.
2. Pends authorizations for prior approval repairs and forwards to AADL.

**AADL:**

1. Provides funding assistance for repairs and maintenance to AADL-owned wheelchairs.
2. Reviews and prior approves battery replacements and eligible cost-effective repair work orders over \$650.
3. Denies prior approval if AADL determines a wheelchair is irreparable or not cost-effective to repair.

# Policy WP – 08

## Refusal of the Equipment

### Policy Statement

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

Contact AADL to begin the process. Each situation will be addressed on a case-by-case basis.

# Policy WP – 09

## Definitions

### **Approved Products List**

The approved products 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 basic manual wheelchair, category A, tilt or heavy duty 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 or 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 is unable to self-propel long distances (e.g. to the dining room in a nursing home) or outside.

### **Equipment Trial**

An equipment trial involves the client and caregiver trying wheelchairs to determine which one is appropriate and that the client is competent at driving. 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 setting). Trial wheelchairs are provided by AADL wheelchair vendors.



### **Formal Recycle**

Formal Recycle includes all manual and power wheelchairs that are owned and tracked by AADL. Once a manual wheelchair is over five years old and/or no longer economical to repair, it is no longer formally recycled and is considered for donation, parts or surplus. All power wheelchairs remain in formal recycle. Wheelchairs that are formally recycled 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.

### **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, or 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 Policy Manual ZR: Recyclable Benefits: Recycle Services 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 Recycle Vendors' locations. See Policy Manual ZR: Recyclable Benefits: Recycle Services for further information on recycle services.

### **Recycle Vendor**

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

### **Standard**

“Standard” describes 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” describes 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 manufacturer’s website.

### **Valid Authorization**

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