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# Alberta Health

## Alberta Aids to Daily Living Back and Abdominal/Inguinal Hernia Supports – Ready Made Benefits Policy & Procedures Manual

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June 21, 2021

Classification: Public



## Revision History

Description	Date
Updated throughout to reflect transition to Alberta Blue Cross	June 21, 2021
General formatting updated.	May 6, 2015

Superseded

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# Policy S – 01

## Authorizer Qualifications

### Policy Statement

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:

<https://open.alberta.ca/publications/aadl-program-manual-gn>

Back and abdominal/inguinal hernia supports are considered a primary product range for OTs, PTs and RNs as set out in Policy GN-03.

### Procedure

#### AADL Authorizer Applicants:

1. Confirm eligibility.
2. Complete the authorizer application form.
3. Complete the requisite authorizer training and authorize once approved by AADL in accordance with policies and procedures.
4. Register with Alberta Blue Cross as a provider.

#### AADL:

1. Provides authorizer online pre-requisite training module.
2. Provides training for primary product ranges.
3. Advises Alberta Blue Cross that authorizer has completed the required training so they can be registered on the portal.
4. Monitors authorizer activities and determines compliance with policies and procedures.

# Policy S – 02

## Eligibility Criteria

### Policy Statement

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 prescription from a nurse practitioner/medical doctor required when authorizing ready-made back or abdominal/inguinal hernia supports. The prescription must indicate the applicable diagnosis for which the support is required and the specific support required.

Example:

- Osteoarthritis of lumbar spine ..... lumbar sacral support
- Spondylolysis of thoracic spine ..... dorsal lumbar support

Must not include any vendor or manufacturer's advertising.

These benefits are not provided in Acute Care/sub-acute care Facilities (unless part of Discharge Planning).

Clients needing these benefits for pre or post-operative use are not eligible.

### Procedure

#### Authorizers:

1. Confirm clients meet AADL eligibility requirements.
2. Have clients sign Client Declaration form.
3. Confirm clients' previous benefit consumption:
  - Refer to the APL for quantity limits at: <https://open.alberta.ca/publications/aadl-program-manual-s>
  - Refer to the patient inquiry screen on the Alberta Blue Cross Online Health Portal (OHP) and check product consumption.
4. Enter authorization on the OHP and upload any required documentation.

**Clients:**

5. Confirm eligibility with authorizer.
6. Sign client declaration form.

**Vendors:**

1. Check client's previous benefit consumption:
  - Refer to the Back and Abdominal/Inguinal Hernia Supports APL to determine quantity limits at <https://open.alberta.ca/publications/aadl-program-manual-s>
  - Check on the Alberta Blue Cross Online Health Portal (OHP) for client's benefit consumption history.
2. Collect cost share and enter the claim on the OHP on the day the benefit is provided to the client (service date) to ensure the clients cost share is up to date on the system

**Alberta Blue Cross:**

1. Responds to telephone or email requests for information on walking benefits eligibility, and provides reference to the AADL website for further information at <https://open.alberta.ca/publications/aadl-program-manual-s>
2. Adjudicates and audits authorizations submitted through the OHP for accuracy and completeness.

# Policy S – 03

## Authorization Procedure

### Policy Statement

- The authorization is valid for a maximum of two years. The authorizer must indicate the appropriate expiry date on the Alberta Blue Cross Online Health Portal (OHP).
- Benefits in this section must be supplied by a vendor who employs a certified fitter. Authorizers should advise clients of this requirement.
- The client must be **reassessed** by their medical doctor/nurse practitioner and AADL authorizer minimally every two years. Authorizations and prescriptions are entered on the OHP the product consumption history has been reviewed to confirm eligibility for the benefit.

### Procedure

#### Authorizers:

1. Confirm client eligibility for benefit. Refer to Policy S-02 Eligibility Criteria.
2. If benefit requested is over frequency limit, complete Quantity and Frequency Request (QFR) authorization on the OHP and upload relevant documents.
3. Assess client or review assessment if assessor is not the authorizer.
4. Document assessment details and clinical rationale to support the provision of benefit. This must be kept in the client's file and submitted to AADL or Alberta Blue Cross upon request. Ensure the client understands any costs that they may incur.
5. Provide client with choice of vendors as per list of AADL approved vendors.
6. Have client sign the client declaration form.
7. Complete authorization on the OHP and submit.

#### Clients:

1. Fully participate in assessment.
2. Sign client declaration form signifying agreement and understanding.

**Vendors:**

1. Check for authorization on the OHP and confirm eligibility by referring to client's consumption history.
2. Collect cost-share and submit the claim on the same day as the benefit is provided (the service date).

**Alberta Blue Cross**

1. Processes and audits authorizations for completeness and accuracy.

Superseded



## Policy S – 04

### Vendor Responsibilities

#### Policy Statement

These benefits are not provided in Acute Care Facilities (unless part of Discharge Planning).

Clients needing these benefits for pre- or post-operative use are **NOT** eligible.

The vendor must:

**Employ a certified fitter.** Proof of the fitter certification must be on file with the AADL Program. The certified fitter must do the actual fitting and is responsible for confirming the client's measurements and ensure proper fit. If prior approval arrangements have been made by an authorizer with AADL, a mail order may be sent for a rural client. In these circumstances, two or more sizes should be mailed to the authorizer to ensure proper fit.

**Maintain a wheelchair-accessible fitting room with a bed/table.**

**Maintain adequate inventory for assessment purposes.** The assessment inventory must include a variety of sizes and styles.

Vendors may not solicit business by sending clients reminders that their product can be replaced. Replacements are not automatic, but based on clinical need.

Refer to the patient inquiry screen on the Alberta Blue Cross Online Health Portal and check product consumption to confirm eligibility prior to providing the benefit.

Collect cost-share and any applicable upgrade costs on the day the equipment is provided, and submit the claim to ensure the client cost share status is updated in the system.

## Policy S – 05

### Quantity and Frequency Limits

#### Policy Statement

The quantity and frequency for back and abdominal/inguinal hernia supports is two every 12 months. The supports are not replaced automatically but are only replaced when required based on the assessment.

Authorizers must submit a Quantity and Frequency Request (QFR) authorization on the Alberta Blue Cross Online Health Portal (OHP) for benefit requests over the frequency limit.

#### Procedure

##### Authorizers:

1. Advise client of quantity and frequency limits.
2. Assess client's clinical needs and provide clear documentation on the client's file:
  - Complete a Quantity and Frequency Review request on the OHP if the clinical rationale supports the request. The following documents must be uploaded:
    - QFR Request Form.
    - Other supporting documentation as needed
    - Client declaration.
3. Do not complete a QFR form if there is no clinical evidence to support the request **and** advise the client that they are responsible for the cost of any prosthesis that they may choose to order.

##### Alberta Blue Cross:

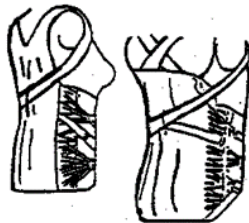
1. Receives and log QFR requests.
2. Forwards QFR requests to AADL for adjudication.
3. Updates QFR status on the OHP which can then be viewed on the provider portal.
4. Notification of the decision will be sent to the client and authorizer.

## Policy S – 06

### Benefits

S-5

#### S206 DORSO-LUMBAR SUPPORT



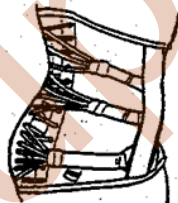
Woven cotton fabric with steels, snap or hook closure, shoulder straps, side laces. Variety of sizes.

#### S210 THORACO-LUMBAR INSERT



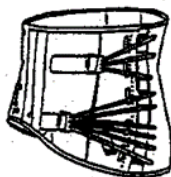
Converts a lumbo-sacral support into a dorso-lumbar support. Consists of aluminum uprights and casings.

#### S216 LUMBO-SACRAL SUPPORT



Woven cotton or dacron mesh; with metal stays. Variety of sizes.

#### S221 SACROILIAC SUPPORT



Woven cotton or polyester; with steels, side or front lacing; hook and eye or snap closure. Variety of sizes.