



# Back and abdominal/inguinal hernia supports benefits

Alberta Aids to Daily Living  
Program Manual Section S

Superseded

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## Policy S – 01

### Back and Abdominal/Inguinal Hernia Supports Benefits Background

#### Policy Statement

Alberta Aids to Daily Living (AADL) provides funding for ready-made supports to eligible clients with chronic, non-operable conditions who require the back and abdominal/inguinal hernia support on a permanent and daily basis.

Products and pricing in Alberta Aids to Daily Living Approved Product List S – Back and Abdominal/Inguinal Hernia Supports are reviewed annually and are subject to change by AADL at any time.

Back and abdominal/inguinal hernia supports authorizations are processed through the Alberta Blue Cross online health portal. AADL-approved manufacturers are listed in Alberta Aids to Daily Living Approved Product List S – Back and Abdominal/Inguinal Hernia Supports. Manufacturers may apply to become an AADL-approved manufacturer at any time.

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## Policy S – 02

### Authorizer Qualifications

#### Policy Statement

AADL accepts applications from occupational therapists, physiotherapists and registered nurses who meet the general eligibility criteria set out in Policy GN – 03 Application to be an Authorizer in AADL Program Manual Section GN – General Policies and Procedures at: <https://open.alberta.ca/publications/aadl-program-manual-gn>

Back and abdominal/inguinal hernia supports are considered a primary product range for occupational therapists, physiotherapists and registered nurses as set out in Policy GN – 03.

#### Procedure

##### AADL Authorizer Applicants:

- Confirm eligibility.
- Complete the Authorizer Application form.
- Complete the requisite authorizer training and authorize once approved by AADL in accordance with policies and procedures.
- Register with Alberta Blue Cross as a provider.

##### AADL:

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

# Policy S – 03

## 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 prescription from a nurse practitioner/medical doctor is 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

The prescription 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:

- Confirm clients meet AADL eligibility requirements.
- Have clients sign Client Consent form.
- Confirm clients' previous benefit consumption:
  - Refer to Alberta Aids to Daily Living Approved Product List S – Back and Abdominal/Inguinal Hernia Supports 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 and check product consumption history.
- Enter authorization on the online health portal and upload any required documentation.

#### Clients:

- Confirm eligibility with authorizer.
- Sign Client Consent form.

#### Vendors:

- Check client's previous benefit consumption:
  - Refer to Alberta Aids to Daily Living Approved Product List S – Back and Abdominal/Inguinal Hernia Supports to determine quantity limits at <https://open.alberta.ca/publications/aadl-program-manual-s>
  - Check on the Alberta Blue Cross online health portal for client's benefit consumption history.
- Collect cost share and enter the claim on the online health portal 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:

- 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>
- Adjudicates and audits authorizations submitted through the online health portal for accuracy and completeness.

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## Policy S – 04

### Authorization Procedure

#### Policy Statement

Authorizations are valid for a maximum of two years. The authorizer must indicate the appropriate expiry date on the Alberta Blue Cross online health portal.

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 every two years at minimum. Authorizations and prescriptions are entered on the online health portal and the client's product consumption history must be reviewed to confirm eligibility for the benefit.

#### Procedure

##### Authorizers:

- Confirm client eligibility for the benefit. Refer to Policy S – 02 Eligibility Criteria.
- If the benefit requested is over the frequency limit, complete a quantity and frequency review request through the online health portal and upload relevant documents.
- Assess client or review assessment if assessor is not the authorizer.
- Document assessment details and clinical rationale to support the provision of the 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.
- Provide the client with choice of vendors as per list of AADL-approved vendors.
- Have client sign the Client Consent form.
- Complete the authorization on the online health portal and submit.

##### Clients:

- Fully participate in assessment.
- Sign Client Consent form.

##### Vendors:

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

##### Alberta Blue Cross:

- Process and audit authorizations for completeness and accuracy.

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## Policy S – 05

### Vendor Responsibilities

#### Policy Statement

Back and abdominal/inguinal hernia support benefits are not provided in acute care facilities, unless they are part of discharge planning.

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

The vendor must:

- Employ a certified fitter. AADL must have proof of the fitter certification on file. The certified fitter must do the actual fitting and is responsible for confirming the client's measurements and ensuring proper fit. A mail order may be sent for a rural client if authorizers make prior approval arrangements with AADL. 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.
- 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's cost-share status is updated in the system.

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

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## Policy S – 06

### 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 a clinical assessment.

Authorizers must submit a quantity and frequency review request through the Alberta Blue Cross online health portal for benefit requests over the frequency limit.

#### Procedure

##### Authorizers:

- Advise client of quantity and frequency limits.
- Assess client's clinical needs and provide clear documentation on the client's file:
  - Complete a quantity and frequency review request on the Alberta Blue Cross online health portal if the clinical rationale supports the request. The following documents must be uploaded:
    - Quantity and Frequency Review Request form
    - Client Consent form
    - Other supporting documentation as needed
- Do not complete a Quantity and Frequency Review Request 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:

- Receives and log quantity and frequency review requests.
- Forwards quantity and frequency review requests to AADL for adjudication.
- Updates quantity and frequency review request status on the online health portal which can then be viewed on the provider portal.
- Sends notification of the decision to the authorizer, and the client if necessary.

##### AADL:

- Receives the quantity and frequency review request and supporting documentation from Alberta Blue Cross.
- Adjudicates and provides decision to Alberta Blue Cross.

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## Policy S – 07

### Patient Claim Statement

#### Policy Statement

Back and abdominal/inguinal hernia supports 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.