

**Alberta Health**

**Alberta Aids to Daily Living  
Wheelchair Accessory Benefits**  

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**Policy & Procedures Manual**

July 1, 2014

*Alberta*   
Government

## Revision History

| Description  | Date         |
|--|--------------|
| Policy V-02: Updated   | July 1, 2014 |
| Policy V-04: Updated   | July 1, 2014 |
| Policy V-05: Updated   | July 1, 2014 |
| Overall manual formatting revisions, including updating of all policy numbers. | July 1, 2013 |
| Policy V-01: New   | July 1, 2013 |
| Policy V-02: New   | July 1, 2013 |
| Policy V-03: Updated   | July 1, 2013 |
| Policy V-04: Updated   | July 1, 2013 |
| Policy V-05: Updated   | July 1, 2013 |
| Policy V-06: Updated   | July 1, 2013 |

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## Policy V – 01

### Wheelchair Accessory Benefits Background

#### Policy Statement

Benefits must be authorized by an AADL authorizer who is either an Occupational or Physical Therapist. A Registered Nurse may be an Authorizer for Wheelchair Accessories with AADL prior approval. Benefits must be provided by an AADL vendor that has an agreement with AADL to provide wheelchair accessories.

Clients must meet general AADL eligibility criteria and specific clinical eligibility criteria for AADL Wheelchair Accessory Benefits.

AADL Wheelchair Accessory Benefits include wheelchair cushions, specialty upholstered backs, trays, transfer boards, and amputee boards.

## Policy V - 02

### Process for Obtaining Wheelchair Accessory Benefits

#### Policy Statement

Clients, authorizers and vendors must follow the AADL procedure for obtaining and providing wheelchair accessory benefits.

#### Procedure

##### Clients:

1. Are referred to an AADL Authorizer.
2. Are assessed by an Authorizer.
3. Choose a Vendor from the AADL Approved Vendor List.
4. Trial equipment in accordance with vendor trial policies.
5. Sign Client Declaration.
6. Receive benefit.
7. Pays 25% cost-share to vendor for benefits received unless cost-share exempt.

##### Authorizers:

1. Assess client to determine eligibility to receive AADL Wheelchair Accessory Benefits including determining if previous benefits have been provided to the client.
2. Explain AADL program to client.
3. Assess client to determine clinical need for wheelchair accessories.
4. Ensure a trial of equipment occurs prior to authorization of benefits.
5. Complete 1250 Authorization Form and have client sign Client Declaration.
  - a) Indicate assessment date on 1250 form. This is the date the client was assessed for the equipment, not the date the client received the equipment or the day that the form was completed.
  - b) Submit original to AADL
  - c) Provide vendor and client with respective copies of 1250 form.
  - d) Retain authorizer copy of 1250 form on client clinical file along with relevant clinical documentation regarding the assessment conducted for the provision of the benefit.
6. Assist client with completing Cost-Share Exemption application as appropriate.
7. Provide necessary follow-up for benefits provided.

**Vendors:**

1. Provide AADL benefits in accordance to AADL policies and procedures.
2. Ensure valid authorization is in place prior to providing benefits. An authorization is not valid if AADL prior approval has not been received for the following situations:
  - a) The client requires a Quantity and Frequency Review request.
  - b) The benefit is designated in the approved product list as “prior approval” .
  - c) The client does not meet the benefit specific eligibility criteria.
3. Confirm client’s previous consumption of Wheelchair Accessory benefits prior to providing benefits.
4. Confirm client’s cost-share status.
5. Collect cost-share portion from client.
6. Provide benefits to client.
7. Submit claims to AADL for benefits provided.
8. Provide necessary follow-up to client for benefits provided.
9. Honour all manufacturer warranties.

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## Policy V - 03

### Eligibility Criteria for Wheelchair Accessory Benefits

#### Policy Statement

1. Client must meet eligibility criteria under the General AADL Program Manual.
2. Clients are only eligible for wheelchair accessory benefits that are authorized for use in a mobility base, whether AADL or privately owned.
3. AADL does not fund wheelchair accessories for use in rental, loaner or temporary wheelchairs.
4. Clients are only eligible to receive one type of wheelchair accessory benefit at a time. If the accessory is not transferable between two mobility bases (ie: a power and manual wheelchair), the client will be responsible for the cost of the second wheelchair accessory.
5. Clients are not eligible to receive wheelchair accessory benefits while in a general hospital (ie: acute care) except as part of a definitive discharge plan.
6. Clients must meet product specific criteria as specified on the Wheelchair Accessories Approved Product List.

#### Procedure

##### Clients:

1. Sign Client Declaration prior to being provided with AADL Wheelchair Accessory benefits.
2. Seek alternative funding if not eligible to receive wheelchair accessory benefits through AADL.

##### Authorizers:

1. Determine client eligibility, including determining if benefits have previously been provided to the client.
2. Maintain accurate, up-to-date client files relating to the provision of wheelchair accessory benefits.

3. Document any patient encounter related to AADL Wheelchair Accessory benefits, which includes the initial assessment, authorization and provision of benefits as well follow-up.

**Vendors:**

1. Provide benefits in accordance with AADL policies and procedures.

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## Policy V - 04

### Quantity and Frequency Limits for AADL Wheelchair Accessory Benefits

#### Policy Statement

1. The quantity and frequency of wheelchair accessory benefits available to eligible clients shall not exceed the following:
  - one wheelchair cushion in a three-year period.
  - one wheelchair cushion cover in a one-year period.
  - one specialty upholstered back in a four-year period.
  - one wheelchair tray or trough in a two-year period.
  - one transfer board in a two-year period.
  - one amputee board with pads in a four-year period.
  - one cushion solid seat or drop base in a three-year period.
2. Clients are eligible for seating benefits subject to the quantity and frequency listed on the Wheelchair Accessories Approved Product List.
3. Wheelchair Accessory benefits are provided to eligible clients based on a demonstrated clinical need. Replacement occurs only when the previous equipment is no longer suitable to meet the client's needs due to:
  - Demonstrated significant change in condition
  - The equipment is in poor condition due to normal use and cannot be cost effectively repaired.
4. AADL does not replace benefits that are lost, stolen or damage due to misuse or improper maintenance.

#### Procedure

##### Clients:

1. Ensure proper use, care and maintenance of wheelchair accessories.
2. Obtain insurance to replacement equipment in the event the equipment is lost, stolen or damaged.
3. Pay for repairs and maintenance to wheelchair accessories that is outside of the warranty terms.

4. Seek other funding options for equipment needs that fall outside the quantity and frequency limits.

**Authorizers:**

1. Advise clients of quantity and frequency limits.
2. Follow the Quantity and Frequency Review (QFR) process, if the client is over-quantity.
3. Submit 1250 form to AADL if the QFR is approved.
4. When wheelchair accessories are replaced, the previous equipment should be informally recycled to a different client. Replacement cushion covers can be authorized for this purpose.

**Vendors:**

1. Confirm client's previous consumption for the requested benefit.
2. Advise authorizer if client is over-quantity for requested benefit.
3. Do not provide benefit to client unless an approved QFR request has been received.
4. Do not bill clients or AADL for vendor errors.

## Policy V – 05

### Pricing for AADL Wheelchair Accessory Benefits

#### Policy Statement

There are two different pricing methodologies used to determine AADL funding for wheelchair cushions.

#### 1. Cushions over \$450.00:

The pricing for all wheelchair accessories and all other accessories and cushions with a manufacturer retail price over \$450.00 is determined by a modified tender process. Each catalogue number on the AADL Approved Product List (APL) has a price indicated. This price is derived from the manufacturer retail price less the AADL discount. This price represents the maximum AADL contribution for the benefit. Some catalogue numbers can be used for more than one manufacturer. In this case the vendor must use the AADL discount and the manufacturer retail price to determine the price of the benefit.

*This pricing methodology can only be used for products from manufacturers with discounted listed on the APL.*

Example:

|          |   |
|----------|---|
| \$100.00 | Retail price of Brand X incontinence cover (V101)   |
| 8%       | AADL Discount for Brand X   |
| \$92.00  | Price after discount, which is less than the \$120.00 price maximum listed on APL for V101. |

Final pricing for V101:

|         |                                |
|---------|--------------------------------|
| \$69.00 | AADL Portion (75% of \$92.00)  |
| \$23.00 | Client Portion (25% of 92.00)* |

\*Unless client is cost-share exempt.

If the price after the AADL discount is more than the maximum price listed on the APL, the costs over the maximum are considered an upgrade and are the client's responsibility.

|          |          |   |
|----------|----------|---|
| Example: | \$150.00 | Retail price of Brand Z incontinence cover (V101)   |
|          | 6%       | AADL Discount for Brand Z   |
|          | \$141.00 | Price after discount, which is more than the \$120.00 price maximum listed on APL for V101. |

Final pricing for V101:

|         |                                    |
|---------|------------------------------------|
| \$90.00 | AADL Portion (75% of \$120.00)     |
| \$30.00 | Client Portion (25% of \$120.00)*  |
| \$21.00 | Client Upgrade (\$141.00-\$120.00) |

\*Unless client is cost-share exempt.

## 2. Cushions under \$450.00:

The pricing for cushions with a manufacturer retail price under \$450.00 will depend which cushion is authorized. There is one generic catalogue number for all cushions and a maximum price indicated.

*This pricing methodology can only be used for any cushion as that meets the AADL Standards for Wheelchair Accessory Benefits.*

### **Principal Rules of AADL Benchmark Pricing:**

1. Clients must be offered a product, which meets the client's needs at or below the AADL benchmark price.
2. If in exceptional circumstances, the vendor does not carry the benefit at or below the AADL benchmark price, the vendor is obligated to inform the client that they may be able to purchase the item at or below the AADL benchmark price from another vendor.
3. If the shelf price of the product that the client chooses is indicated to be below the AADL benchmark price, the vendor is obligated to sell that item at the shelf price.
4. If the shelf price of the product that the client chooses is indicated to be above the AADL benchmark price, the client may choose to obtain it as an AADL benefit, but the client must pay the difference between the AADL benchmark price and the marked shelf price. The upgrade charge is not reported to AADL and is not considered part of the \$500.00 maximum client contribution.
5. The vendor may offer AADL clients any brand/model of cushion under \$450.00 as a benefit under the AADL benchmark price description providing it:
  - a) meets the generic description; and
  - b) complies with AADL standards for warranty, limitations, and liability insurance, fire retardancy, and cover as listed Policy V-06.

## Procedure

### Vendors:

1. Bill client and AADL according to the pricing indicated in the APL for the authorized cushion.
  - a) For Benchmark cushions, bill the shelf price of the cushion.
  - b) For cushions listed on the APL, follow the pricing methodology listed above.
2. Ensure cushions authorized using the benchmark pricing meet all criteria listed in Policy V-06.
3. For Benchmark cushions, indicate on the submitted invoice the manufacturer and type of cushion that was provided.

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## Policy V – 06

### AADL Standards for Wheelchair Accessory Benefits

#### Policy Statement

The supplier is responsible for ensuring that the listed AADL equipment standards are met by any products provided under the benchmark cushion catalogue number.

#### Warranty

The manufacturer must warrant that the product will be free from defects in material and workmanship for a minimum of one year from the date the equipment was purchased.

#### Equipment Limitations

Cushion must have been in the North American marketplace for a minimum of one year.

#### Liability Insurance

Equipment provided must have a minimum two million dollars comprehensive general liability insurance provided by the manufacturer.

#### Fire Retardancy

Materials must meet at least the California 117 Fire code.

#### Cushion Cover

Any cushion in this benchmark category must have a cover.

Latex component indicated.

## Policy V – 07

### Repairs to Wheelchair Accessories

#### Policy statement

AADL does not fund repairs to wheelchair accessories. The client is responsible for costs related to repairs or maintenance for equipment.

#### Procedure

##### Authorizers:

1. Explain this policy to the client.
2. Provide education to client regarding appropriate care and maintenance of equipment.
3. Do not authorize equipment as replacement in situation of improper care or maintenance.

##### Vendors:

1. Honour all manufacturer warranties.
2. Provide education to client regarding appropriate care and maintenance of equipment.

##### Clients:

1. Are responsible for appropriate care and maintenance of equipment.

# Policy V – 08

## Use of Trial Equipment

### Policy Statement

These rules are developed to assist clients, authorizers and vendors in better assessing specific equipment for clients, while at the same time protecting the equipment owned by the vendor from damage by the client, authorizer or shipping company.

#### **A. General Rules:**

1. All equipment must be handled in a manner that will ensure it is returned to the vendor in the same condition that it was received.
2. Where equipment was shipped to a client or authorizer in a box, it must be shipped back to the vendor in the same box to protect it during shipping.
3. The time equipment is required for assessment will vary by client and type of equipment; however, the maximum time for cushions and other wheelchair accessories is two days.
4. Assessment is for fitting and assessing functionality. It may not be the exact size or have all possible options available. However, if authorizers and vendors use their professional judgment, a proper assessment can be done with the equipment provided.
5. Assessment equipment is not the equipment that will be funded by AADL for the client and therefore it must be returned to the supplying vendor as set out in the timelines above. Rental equipment is available from most vendors for the period to the date the final AADL purchased equipment is supplied.

#### **B. Specific Rules:**

1. Equipment that is subject to soiling or contamination by a client during assessment must be protected to eliminate any possibility of this occurring. Examples are:
  - Incontinent client in a wheelchair; use protective pads on upholstery.
  - Cushions should be assessed with a maximum of 2 days use, protecting the cushion at all times against contamination.
2. Damages to equipment caused by either the authorizer or client during the time the equipment is being assessed is the responsibility of the person who caused the damage and the vendor has the right to recover these damages.



## Procedure

### Authorizers/Vendors:

1. Explain trial equipment policies to client.

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