

Alberta Health

**Alberta Aids to Daily Living
Adult Bathing and Toileting Aids**

Policy & Procedures Manual

July 1, 2015



Revision History

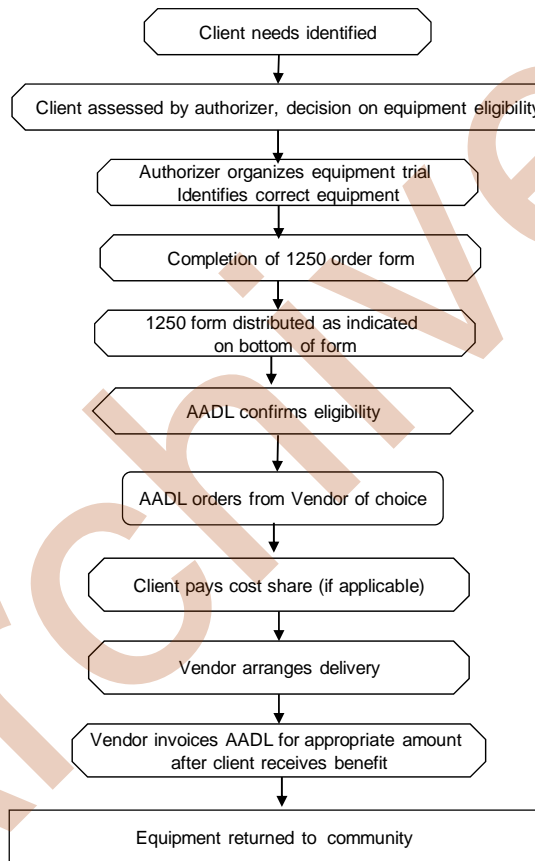
Description	Date
Policy G-10: Removed. Information added to Approved Product List for one source information.	July 1, 2015
Overall manual formatting revisions, including reordering of policy numbers. Reflects removal of ability to recycle bathing and toileting benefits.	January 1, 2014
Overall manual formatting revisions, including updating of all policy numbers.	April 1, 2013
Policy G-01 to 03: Added minor wording to increase clarity.	April 1, 2013
Policy G-04: Added wording to increase clarity and be consistent with "B" and "C" benefits.	April 1, 2013
Policy G-06: Added wording to increase clarity and be consistent with "B" and "C" benefits.	April 1, 2013
Policy G-11: Separated K benefits to be moved under "K" manual, leaving "G" benefits.	April 1, 2013
Policy G-14: Added Artisan HD Tilt Commode. Was under G067, however, needed a separate catalogue number as it is not a shower commode.	April 1, 2013
Policy G-15: Products in "G" category. "K" benefits removed and resituated in "K" manual. (APL product lists revised to match).	April 1, 2013

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Policy G – 01

Process to Obtain Large Equipment



Policy G – 02

Authorizing Benefits

Policy Statement

An OT, PT or RN must be trained and registered as an AADL program authorizer to authorize for large equipment.

Authorizers:

- Assess client's equipment needs in their home environment.
- Confirm client eligibility including residence and past benefit consumption.
- Provide client with a minimum of three approved vendors according to Approved Product List (APL).
- Trial equipment to ensure it is appropriate for client in their environment.
- Complete the AADL Authorization form including benefit number and model/brand of product if necessary.
- Address Need for Prior Approval if required: add clinical information to the Authorization Form to justify the request. Do not phone the AADL office for prior approvals.

Authorization forms are mailed in to AADL with the exception of equipment orders for palliative clients. These may be faxed to AADL and will be processed within a day.

Procedure

Authorizers/Clients/Vendors/AADL:

1. Follow process to obtain large equipment on page 4.

Clients:

1. Sign client declaration.
2. Pay cost-share contribution, if applicable.

AADL:

1. Processes authorizations.
2. Pays claims.

Policy G – 03

Eligibility Criteria for Bathing and Toileting Benefits

Policy Statement

Clients must meet the AADL Program general eligibility criteria and be assessed by an AADL authorizer.

Benefits are **not** provided to persons who are in acute care hospital or a long-term care facility except as part of a definitive discharge plan.

AADL equipment is **not** to be authorized for short-term use. AADL defines short-term use as when equipment is needed for less than six months.

Procedure

Authorizers/Vendors:

1. Determine if client is eligible for benefits.
2. Follow process outlined on page 4.
3. Advise clients that equipment is not authorized for short-term use and that short-term loans are often available through regional community loaner pools or the Red Cross equipment loaner programs. Equipment may also be available for rent through vendors.

Clients:

1. Pay cost-share contribution, if applicable.

Vendors:

1. Provide trial equipment.
2. Collect cost-share contribution if applicable prior to delivery of equipment.
3. Deliver equipment to client within a period specified on the vendor contract.

Policy G – 04

Quantity and Frequency Limits

Policy Statement

- A client cannot have more than one item in the benefit group.
- A client cannot have more than one benefit for the same function.

For example:

A client may have one toileting aid. If the client has a bath seat from the “B” section, they may not also have a shower commode. Similarly, if the client has an AADL-funded toileting aid such as a raised toilet seat for one room, they may not have a second AADL-funded toileting aid such as a commode for another room.

The quantity and frequency limit for wheeled commodes and shower commodes is one in a four year period.

Benefits are provided to eligible clients based on need. Equipment must be replaced when it is no longer suitable to meet the client’s needs due to a change in medical condition, or the equipment cannot be cost effectively repaired.

When a need to replace the equipment has been identified, the client must arrange for a large equipment benefits vendor to assess the equipment’s condition. The vendor will advise the Program with a work order, and will obtain the Program’s direction regarding repair or replacement. The authorizer/client will be advised by the vendor.

Procedure

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 QFR to AADL for approval.
4. Submit 1250 form to AADL once QFR is approved.
5. When equipment is replaced, the previous equipment should be informally recycled to a different client.

Clients:

1. Ensure proper use, care and maintenance of equipment.
2. Obtain insurance to replace equipment in the event the equipment is lost, stolen or damaged.
3. Pay for repairs and maintenance to equipment that is outside of the warranty terms.
4. Seek other funding options for equipment needs that fall outside the quantity and frequency limits.

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.

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Policy G – 05

Care and Maintenance of Equipment

Policy Statement

The client (their family, trustee/guardian) is responsible to ensure reasonable care and maintenance of AADL-funded equipment

AADL **does not replace** equipment that has been lost, stolen, abused or damaged. Clients should purchase insurance to cover the cost of replacements should the equipment be lost, stolen, or damaged.

AADL will continue to fund repairs to bathing and toileting equipment if it is cost-effective and is being utilized by the client that was originally assessed and authorized the equipment.

AADL does not pay to repair or maintain privately owned equipment. This is the client's financial responsibility.

Procedure

Authorizers:

1. Advise clients of their responsibility regarding AADL-funded equipment.

Clients:

1. Maintain private insurance if required.
2. Take AADL-funded equipment to an AADL approved large equipment vendor for repair as needed.

Vendors:

1. Determine if client was issued that benefit through the Interactive Voice Response (IVR) system.
2. Advise if equipment is eligible for repairs to be funded by AADL.
3. Create work order for repairs if the client was authorized the equipment.
4. Submit claim on E-business.

AADL:

1. Determine if it is cost effective to repair equipment.
2. Advise vendor about whether or not to proceed with repairs.

Policy G – 06

Trial and Rental Equipment

Policy Statement

Large equipment vendors will provide equipment for a trial period that must not exceed two days. At the end of the trial period, the equipment must be returned. The client may not keep the trial equipment.

A client may enter a rental agreement with a large equipment vendor for temporary or short-term use of this type of equipment. AADL does not reimburse clients for any rental charges they may incur.

Procedure

Authorizers:

1. Policies for the use of trial equipment should be explained to the client. See the form for client use: “AADL Trial Equipment Use” on the AADL website.
2. Arrange for trial equipment to be returned to the vendor.
3. Advise client that AADL will not reimburse clients for any rental charges if the client chooses to rent equipment from the vendor.

Vendors:

1. Provide trial equipment as requested by the Authorizer.

Clients:

1. Return equipment to AADL approved vendor after trial period is over.
2. Comply with trialing protocol i.e., dry run only, does not sit on bathing/toileting aid with exposed skin.

Policy G – 07

Approved Products Listing (APL)

Policy Statement

Only products on the Approved Products List (APL) are eligible for AADL funding.

The effective dates of the APL are on the cover page.

“Benefit Status” column indicates whether AADL will pay for the full cost of the benefit (S = Standard), or if the client will have to pay the amount over the AADL maximum contribution (SP = Standard Plus).

Standard

Benefits designated on the APL as “S” are fully funded by AADL (subject to cost sharing). Clients are eligible for these benefits if they have a clinically assessed need.

Standard-Plus

Standard-Plus benefits, which are designated as “SP” on the APL exceed the maximum contribution AADL will fund for that benefit. A client may choose a Standard-Plus benefit, but will have to pay the amount that exceeds the AADL maximum contribution. This is considered an upgrade cost and does not count toward the cost-share benefit year contribution.

Authorizers:

1. Use the APL to complete the 1250 form.
2. Advise client of cost share and upgrade charges.

Vendors:

1. Only provide AADL clients with equipment that is listed on the APL.
2. Advise the client of cost share and upgrade charges.

Policy G – 08

Refusal of the Equipment

Policy Statement

By signing the Declaration form the client is acknowledging that they are prepared to accept the equipment that has been authorized for them. During the authorization process the client has the opportunity to trial the equipment and ensures their home or living situation can accommodate the equipment.

Procedure

Authorizers:

If the client/family refuses to accept equipment that has been ordered for them, the authorizer should advise them of the following:

1. Clients are not eligible to be reauthorized for bathing equipment for six months.
2. If the family wants the equipment reauthorized they must send in a letter to AADL for consideration.
3. If the client refuses to accept the equipment a second time, the client will not be eligible again.

AADL:

1. Reviews the circumstances around the refusal of the equipment and considers the request.

Policy G – 09

Community Recycle

Policy Statement

AADL-funded equipment identified on the Approved Product List (APL) as “return to community” is still the property of the “Crown”. Although AADL does not formally recycle it, the client is expected give the equipment to another client, local community recycle pool or facility once it is no longer needed. It should not be resold.

Procedure

Authorizers/Clients:

1. Recycle the equipment in the community.
2. If the client resides in a facility or continuing care center the facility can re-allocate that piece of equipment to another resident.

Appendix A: Glossary of Terms

Equipment Trial

It is required that the client and caregiver try the equipment in the client's home before it is authorized. Vendors assist with the provision of trial equipment. Trial must include access to rooms in home. Bathroom equipment is to be tried "dry", not "wet". Clients who soil trial equipment will be responsible for purchasing the equipment.

Palliative Clients

A client is deemed palliative if in the end stage of a terminal illness when care is focused on symptom relief and not cure. Palliative equipment orders receive priority when they are received in AADL.

Standard-Plus

The term describing a situation when the client pays extra towards the cost of the equipment.

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