

Alberta Aids to Daily Living

Bulletin #94

Revised Date:

Alberta Blue Cross will begin processing AADL Audiology and Communication benefits November 23, 2020

Audiology benefits include hearing aids, personal listening devices, FM devices, bone anchored hearing aids and cochlear implant processors.

Communication benefits include speech generating communication devices, voice restoration and electrolarynx devices.

Revised Launch Date

The transition date for Alberta Blue Cross to start processing authorizations and claims for audiology and communication benefits has been rescheduled from October 15 to November 23, 2020. We expect no further delays to the implementation date.

Provider Information Sessions

Additional information sessions have been scheduled to answer provider questions about the transition process and the Alberta Blue Cross Online Health Portal.

September 29 at 1:30 pm: Hearing aid specialty suppliers.

October 6 at 1:30 pm: Bone anchored hearing aid, cochlear implant and communication benefits authorizers and vendors.

To register for the Webex information session, please email Terri.Gaunt@gov.ab.ca.

Updated Transition Dates for AADL Audiology and Communication Benefits

October 1, 2020: AADL will email new vendor agreements for signature, to vendors who have not yet received them. Vendors are asked to return signed agreements by email (preferred), fax or mail by October 23. Agreements returned before this date will be processed as they are received.

October 5, 2020: Alberta Blue Cross will send user guides and registration instructions to audiology benefit providers by email.

October 19, 2020: Audiology and Communication provider portals open on Alberta Blue Cross website. Providers can pre-register for authorization / claim system access to ensure login available on launch date. User guides and training videos for all benefits will be available in the provider portals.

Updated Policy & Procedure Manuals and Approved Product Lists will be published on the provider portals and AADL website.

October 30, 2020: Last day to submit Quantity and Frequency Review (QFR) request forms to AADL, to allow processing before blackout period. After launch, QFR's will be submitted online.

November 7, 2020: Last day to submit claims through AADL e-business; all benefits provided on or before this date must be claimed through e-business by end of day (5:30 pm).

November 8, 2020: Claim submission blackout period begins. Provider access to e-business will not be accessible.

November 23, 2020 – Portal Launch: Alberta Blue Cross Online Health Portal open for AADL Audiology and Communication authorizations and claims.

Current Vendor Agreements

Some AADL agreements for hearing aid benefits have reached the end of their terms. Vendors may continue providing AADL benefits and submitting claims under existing vendor numbers. By doing so, vendors confirm they will continue to operate under the terms of their most recent AADL agreement, until the new portal launch date.

Claim Submission Blackout Period

From November 8 to 23, AADL claim submissions will be on hold while program data is transferred to Alberta Blue Cross.

All benefits provided on or before November 7 must be claimed through e-business before the blackout period begins.

Providing Benefits During Blackout Period

Please keep a record of any benefits provided during the claim blackout period. After the new claim portal is launched, vendors may contact Alberta Blue Cross to arrange manual processing of these claims.

Please note vendors are responsible to confirm client eligibility before providing benefits. Vendors may contact AADL to confirm eligibility if benefits are required on an urgent basis.

Provider Call Centre

The Alberta Blue Cross provider call centre is now open for questions about Audiology and Communication benefits. The call centre will be the first point of contact for questions about registration and use of the Alberta Blue Cross Online Health Portal.

Alberta Blue Cross Provider Support
1-888-828-8738

healthservicesAADLinquiries@ab.bluecross.ca

Other Contact Information

General Inquiries for Alberta Blue Cross

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AADL Policy, and Authorizations/Claims Submitted to AADL before November 8

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