

Alberta Aids to Daily Living Bulletin #91

Effective September 14, 2020, Alberta Blue Cross will start processing authorizations and claims for Alberta Aids to Daily Living (AADL) communication benefits.

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

This change will result in streamlined authorization processes, faster payment and easier access to claims and authorization assistance through the Alberta Blue Cross provider call centre.

Since 1970, Alberta Blue Cross has worked closely with the Government of Alberta to administer government's health benefit programs, develop a number of customized processes and introduce many of the best practices in health benefit administration today. Alberta Blue Cross has been processing AADL respiratory authorizations and claims since October 2018.

Call Centre

The Alberta Blue Cross provider call centre will be the first point of contact for all questions about AADL communication aid benefits. Alberta Blue Cross will have a team of coordinators available to answer questions.

The contact number is 1-888-828-8738. They are also accessible via email at healthservicesAADLinquiries@ab.bluecross.ca

The call centre will be available to answer questions after July 28, 2020. User guides and video tutorials on how to submit authorizations and claims will be available prior to the transition.

Provider Agreements

Distributors of speech generating communication devices will now have a provider agreement with Alberta Health and another with Alberta Blue Cross. If you are an existing provider, you will receive two new agreements for review and signature. Both agreements are required to be eligible to submit claims and authorizations. Detailed information about the new agreements will be provided in this package.

Updates to Policy and the Approved Product List

The following policies and approved product lists will be updated effective September 1, 2020:

- Voice Restoration and Electrolarynx (VRE) Benefits Policy and Procedures and Approved Product List, and
- Speech Generating Communication Devices Policy and Procedures and Approved Product List.

Authorizations

- Each authorizer can have a unique log in or a service centre/clinic can have a log in with multiple individuals attached to that service centre/clinic.
- Duplicate authorizations cannot be created.
- Authorizations expire at the end of the AADL benefit year (June 30).
- Authorizations will be required for new device purchases listed on the approved product list.
- Authorizations will be required for repairs.

Claims

Communication aid distributors (providers) will be entering their claims directly into the Alberta Blue Cross Health Portal.

Some AADL catalogue numbers may have changed. Please refer to the most recent approved product list for accurate catalogue numbers.

Quantity and Frequency Review (QFR) Process

Quantity and Frequency Reviews will now be submitted using the Alberta Blue Cross Health Portal. There is no withdrawal process for QFRs.

Q&A Session

AADL and Alberta Blue Cross will be hosting an information and Q&A session for authorizers of SGCD, voice restoration and electrolarynx devices on July 20 at 1 p.m. To register for this session, please email Andrea.Waywanko@gov.ab.ca.

Contact Information

For general questions about AADL Communication Aid benefits contact:

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For questions about Alberta Blue Cross contact:

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