

Alberta Aids to Daily Living

Bulletin #96

Information for Hearing Aid Specialty Suppliers and Communication Benefits Authorizers

Private Insurance and other sources of funding

In the authorization process, providers need to ask if the client is eligible for other sources of funding.

AADL policy is being updated to clarify private insurance requirements.

The policy for public programs remains the same: Albertans are not eligible for AADL benefits if they are eligible for same or similar benefits through another public program, including: Non-Insured Health Benefits Program, Health Canada, Workers' Compensation Act, Department of Veterans Affairs (Canada) Health Care Benefits – "A" Clients, RCMP, Armed Forces or Correctional Institutions.

In the updated policy, Albertans with private insurance that covers 75% or greater of the cost of the benefit are not eligible for that benefit under AADL.

Hearing aid repairs

Policy H-20 regarding hearing aid repairs has been updated. Please note the following:

- AADL will only fund repairs to a hearing aid funded by AADL, or adopted instead of an AADL funded aid.
- Clients cannot adopt a second aid if they are only eligible for one aid from AADL.

- If repairs were made to a client's second aid during the claims blackout period (November 8 - 22), AADL will fund on an exceptional basis. Providers can contact the Alberta Blue Cross support centre to process these claims.

Quantity and Frequency Reviews (QFR)

The process to submit a QFR has changed since this benefit area transitioned to Alberta Blue Cross.

A QFR is now submitted as an authorization in the Alberta Blue Cross Online Health Portal. Providers submit forms and supporting documentation as attachments to the authorization. Once adjudicated, the authorization status will be updated in the Online Health Portal and Alberta Blue Cross will send a letter to notify the requesting provider that decision was made.

Applications for Cost-Share Exemption

Applications for Cost Share Exemption are still submitted to AADL for processing. If approved, the client's status will automatically change to Cost Share Exempt on the Online Health Portal, 1-2 business days after AADL approval.

Client cost-share status is shown on the Patient Inquiry screen within the Online Health Portal.

Hearing aid eligibility is affected by cost-share status. If a client has submitted an application for cost share exemption, wait for their cost share status to update on the Online Health Portal before submitting an authorization.

Applying to be a vendor or an assessor/authorizer for audiology or communication aids benefits.

All applications are now submitted to Alberta Blue Cross through the provider portal:

ab.bluecross.ca/providers/providers-home.php

Select your benefit area under 'AADL providers' on the sidebar. Use the Register button to register a new location or individual practitioner. If your site is already registered click 'Add a practitioner to your existing account.'

Alberta Blue Cross will process applications and contact you for more information if required. Contact the Provider Support Centre if you have any questions about the application and registration process.

Forms, Manuals and User Guides

User guides, tutorial videos, forms and other program information are available on the Alberta Blue Cross provider portal at:

<https://www.ab.bluecross.ca/providers/aadl-audiology-home.php> and
<https://www.ab.bluecross.ca/providers/aadl-communication-home.php>

Provider Support Centre

The Alberta Blue Cross provider support centre is now open for questions about Audiology and Communication benefits. The call centre is 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

Cost Share Exemption information

For questions about Cost Share Exemption applications or exemption status, call the AADL support line and ask for Client Services

Edmonton: 780-427-0731

Alberta Toll Free: 310-0000, then 780-427-0731

aadl.reception@gov.ab.ca