

# Alberta Aids to Daily Living

## Bulletin #67

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### Information regarding the transition of Bone Anchored Hearing Devices (BAHD) and Cochlear Implant (CI) claims and authorizations to Alberta Blue Cross

#### General Information

Alberta Aids to Daily Living (AADL) authorization and claim processing is being transferred to Alberta Blue Cross in a phased transition process.

By mid-2019, authorizations and claims for AADL audiology benefits will be processed through the Alberta Blue Cross Online Health Portal (OHP).

Alberta Health will continue to be responsible for AADL policy and program governance. Benefit eligibility criteria, funding levels and product selection will remain the same.

AHS audiology clinics and product distributors who provide Bone Anchored Hearing Devices (BAHD) and Cochlear Implants (CI) will experience streamlined authorization and claim processes. The key changes are outlined below.

- Audiologists will authorize benefits directly through the Alberta Blue Cross OHP – AADL prior approval no longer required for each client.
- Distributors will submit claims through the Alberta Blue Cross OHP.
- Clinics will log into the Alberta Blue Cross OHP and upload supporting documents. Clinics will be invited to register and will be provided with detailed instructions prior to the transition.

#### Frequently Asked Questions

**Does each audiologist register to use the Alberta Blue Cross OHP portal or does the clinic register?**

Both options will be available. Each audiologist (authorizer) can register as an individual, or with a clinic where staff can enter authorizations on behalf of multiple clinicians.

**Will the Alberta Blue Cross OHP be used to authorize both replacements and repairs of BAHD and CI processors?**

Yes. The Alberta Blue Cross OHP will be used to enter authorizations for replacement BAHD and CI devices as well as repairs.

**Will AADL continue to be involved?**

Yes. AADL will continue to have responsibility for overall policy and governance as well as reviewing exceptional request and appeals. The claims and authorization processing roles will be assumed by Alberta Blue Cross.

**Will distributors also access the Alberta Blue Cross OHP?**

Yes. Device distributors will access the Alberta Blue Cross OHP to submit claims and determine client cost share amounts.

**Will any type of training be provided to use the Alberta Blue Cross OHP?**

Yes. A step-by-step provider guide and training videos will be available through Alberta Blue Cross. Information sessions will be held closer to implementation date to review the details and answer any outstanding questions.

### **Are there any changes to the amount of cost share or the cost share exemption application process?**

No. The amount and the process will remain the same. The \$500 maximum amount per family per benefit year will still apply. Cost share exemption applications will still be submitted to AADL for processing. The only difference will be that clinics and distributors will be able to access the client's cost share information on the Alberta Blue Cross OHP.

### **Will someone be available to answer questions about the system? What is the expected response time to get questions answered?**

Alberta Blue Cross will have a team of trained coordinators to respond to your phone and email inquiries. They are dedicated to providing the best customer service possible, both in terms of breadth of knowledge and speed of response.

### **Will there be further communication with hearing aid providers?**

Yes. AADL has shared general information with hearing aid providers through a bulletin and a presentation to the College of Hearing Aid Practitioners of Alberta. More detailed information will be provided closer to the transition date. Hearing aid providers currently enter claim and authorization information onto the AADL E-business application and they will follow a similar process on the Alberta Blue Cross OHP.

### **What happens with authorizations that are in process when the transition occurs?**

AADL will work with Alberta Blue Cross to transfer any active authorizations, purchase orders and invoices to the new system.

### **Will the process to check eligibility be the same?**

Once the transition to Alberta Blue Cross is complete, clinics will be able to check eligibility by logging onto the Alberta Blue Cross OHP. The Interactive Voice Recognition system (IVR) will be phased out.

### **What are the next steps?**

Once implementation timelines have been finalized, more information will be provided to program stakeholders. The policy and procedures manual will be updated to reflect new processes and will be posted prior to implementation.

### **About Alberta Blue Cross**

Alberta Blue Cross is Alberta's largest benefit provider and provides health and dental benefits to more than 1.6 million Albertans. As an Alberta-based, not-for-profit organization, Alberta Blue Cross has a unique legislative mandate to promote and support the health and wellness of Albertans. Since 1970, Alberta Blue Cross has worked closely with the Government of Alberta to administer their health benefit programs and develop a number of customized processes that represent many of the best practices in health benefit administration today.