

Alberta Aids to Daily Living Claims Process Change: Respiratory Benefit Claims

Alberta Aids to Daily Living (AADL) provides funding for basic medical equipment and supplies to approximately 90,000 Albertans with a long-term disability, chronic illness or terminal illness to support their independence in the community. Benefits provided include hearing and communication aids, medical and surgical supplies, mobility aids, large equipment, prosthetics, orthotics, custom seating, custom footwear and respiratory benefits.

The AADL program works with Respiratory Benefits Prescribers (physicians and nurse practitioners), Respiratory Assessors and Specialty Supplier Respiratory Therapists, who assess clients' clinical needs and determine eligibility for specific benefits. AADL respiratory benefits are provided through a network of approximately 49 approved respiratory service providers.

What is changing?

- ◆ In November 2017, Alberta Blue Cross (ABC) will begin processing Alberta Aids to Daily Living claims for respiratory benefits.
- ◆ Service delivery will be improved by using Alberta Blue Cross technology to streamline the authorization of benefits.
- ◆ Authorization of respiratory benefits will move to a web-based submission system (provider portal), and as a result adjustments to administrative processes will be required for prescribers such as AHS sleep labs and clinics, practitioner offices and private providers.
- ◆ The Alberta Blue Cross Provider Call Centre will be the first point of contact for all questions pertaining to AADL respiratory benefits. The contact number is 1-888-828-8738. They are also accessible via email at HealthServicesAADLInquiries@ab.bluecross.ca.

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What is staying the same?

- ◆ It is important to note that Respiratory Benefits Program (RBP) eligibility and program policy **will not be impacted by this change**.
- ◆ Alberta Health Services (AHS) RBP will continue to provide clinical case review, clinical oversight and advise policy development.
- ◆ The AADL and AHS program managers, together with the RBP medical lead, will continue to provide leadership for the Respiratory Benefits Program.
- ◆ The Clinical Advisory Committee will continue to be led by the RBP Medical Lead and AHS RBP Manager and continue to review and develop policy recommendations for Alberta Health that align with evidence, work effectively within the broader healthcare system, and improve health outcomes.
- ◆ Alberta Health will continue to have sole responsibility for all aspects of policy direction and governance oversight to the Respiratory Benefits Program.

Next steps

Prescribers such as AHS sleep labs and clinics are asked to contact the Alberta Blue Cross Provider Call Centre to arrange access to the web-based provider portal. All prescribers are to refer to the table for information on specific benefit processes.

Specific Respiratory Benefit Processes for Clinicians

Benefit Description	Process
BPAP starts	Contact ABC to arrange access to provider portal.
Ventilator starts	No change to current process.
Oxygen	Contact ABC.
Walk Test Screens	Arrange through Respiratory Specialty Supplier. See list at: http://www.health.alberta.ca/services/AADL-approved-vendors.html
Other Respiratory Benefits	Contact ABC.

Information such as provider guides will also be available by logging in to the ABC portal and accessing the resources page and on the Alberta Blue Cross Website at: <https://www.ab.bluecross.ca/providers/providers-home.php>.

During this transition, Alberta Health and Alberta Health Services are committed to maintaining a high level of quality and service. If you have questions or concerns, please contact:

Alberta Blue Cross

Provider Call Centre

587-756-8629 or 1-888-828-8738

Fax: 750-498-3585

HealthServicesAADLInquiries@ab.bluecross.ca

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