

Alberta Aids to Daily Living

Bulletin #93

New Date: Alberta Blue Cross will begin processing AADL Audiology and Communication benefits October 15, 2020

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

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

Key Transition Dates for AADL Audiology and Communication Benefits

September 1, 2020: AADL will email new vendor agreements for your signature. Vendors are asked to return their signed agreements by email, fax or mail (email preferred) by September 21.

September 14, 2020: Detailed user guides and registration instructions will be sent to providers.

September 18, 2020: This is the last day to submit Quantity and Frequency Review (QFR) request forms to AADL for processing before the blackout period. After the launch, QFRs will be submitted online.

September 21, 2020: Audiology and Communication provider portals open on the Alberta Blue Cross website. Providers can pre-register for authorization / claim system access to ensure their login is available on the launch date. User guides and training videos will be available in the provider portals.

September 30, 2020: This is the last day to submit claims through AADL e-business; all benefits provided on or before this date must be claimed.

October 1, 2020: The claim submission blackout period begins. Updated Policy & Procedure Manuals and Approved Product Lists will be published online.

October 15, 2020 – Portal Launch. The Alberta Blue Cross Online Health Portal is open for AADL Audiology and Communication authorizations and claims.

Contacts for Agreement Signing

An agreement package will be e-mailed to the address on file with AADL as the “corporate contact” for each vendor location. To update your contact information before the agreements are sent, please email Wendy.Dubray@gov.ab.ca.

Blackout Period

From October 1 to 14, AADL claim submissions will be on hold while program data is transferred to Alberta Blue Cross. All services provided on or before September 30 must be claimed by that day.

Claims for benefits provided during the blackout period may be submitted to Alberta Blue Cross for manual processing after the portal launch.

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 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 October 1

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