

Alberta Aids to Daily Living

Bulletin #65

Questions regarding the transition of respiratory claims and authorizations to Alberta Blue Cross

General Information

On September 17, 2018, the Alberta Blue Cross Corporate website at www.ab.bluecross.ca was updated to include the following:

- Information on the October 1, 2018 launch of Claims Processing of Respiratory Benefits
- A link to allow authorizers/providers to register online as individual practitioners or as a clinic to submit Respiratory Claims.
- A series of three tutorial videos on Authorization, Claims and Reports.

A call centre for authorizers/providers has been launched to support the new claims process. Inquiries can be directed by email to healthservicesaadlinquiries@ab.bluecross.ca, or by phone at 587-756-8629, or toll-free by dialing 1-888-828-8738.

There will be a blackout period for claims and authorizations submissions, starting at the end of the business day on September 26 and ending on the launch date of October 1, 2018.

After 5:30 pm on September 26 authorizers and providers will not be able to submit new claims or alter current claims on the E-business website.

If you try to log on to the AADL e-business site, you will receive an error message stating that your credentials are not recognized.

Authorizations and claims can be submitted on the Alberta Blue Cross on-line portal on October 1, 2018.

Providers were requested to submit their agreements to AADL and Alberta Blue Cross by September 19 in order to ensure access to the Alberta Blue Cross system.

Sleep Labs and other assessors will have need to register and to accept the Term of Use on the Alberta Blue Cross website to gain access to the portal. Only providers who submit claims need to sign the Alberta Health agreement and the Alberta Blue Cross agreement.

The AADL website at: <https://open.alberta.ca/publications/aadl-program-manual-r> has both the current Respiratory Policy and Procedures Manual and Approved Product List, as well as the version that will be effective on October 1, 2018.

Alberta Blue Cross will be the **first point of contact** for questions about the respiratory program on and after October 1, 2018. Inquiries can be directed by email to healthservicesaadlinquiries@ab.bluecross.ca, or by phone at 587-756-8629, or toll-free by dialing 1-888-828-8738.

Questions

Is there a grace period for submissions of long-term authorizations due during the blackout period so there is no gap in funding?

Yes. If there are any issues specific to the black out period from September 26 to October 1, bring it to the attention of Alberta Blue Cross so it can be addressed.

Do Alberta Health Services sites need to sign the terms of use document?

Yes. Anyone accessing the on-line portal must sign the Terms of Use document.

Currently providers email Alberta Health Services (AHS) Respiratory Benefits Program (RBP) if there are issues. How can we advise Alberta Blue Cross?

You can use the comments window when you are submitting authorizations or you can call the provider help line at 587-756-8629 or toll-free at 1-888-828-8738 or by email at HealthServicesAADLInquires@ab.bluecross.ca

How will providers get notification of payment?

Providers will get an Electronic Funds Transfer (EFT) notification and they will also have access to the payment history reports through the Alberta Blue Cross on-line health portal.

Do providers still contact AHS-RBP with questions?

AHS will still be involved in the process of providing expertise for the Respiratory Benefit Program however Alberta Blue Cross will be the first point of contact for any inquiries. They will be liaising with AHS and AADL as needed.

Will approvals take longer?

Approvals are expected to take the same amount of time. Over time it is expected that the processing time for authorizations and claims will be faster. Authorizations that need prior approval will show a pending status while the review is occurring.

When can providers and authorizers/assessors register?

The Alberta Blue Cross website is available to accept registrations as of September 17, 2018. New agreements will need to be executed prior to registration if you plan to submit claims.

Currently providers submit a spreadsheet of discontinued clients, do we continue that practice?

Yes. The spreadsheet can be submitted to Alberta Blue Cross by fax at 1-855-598-3583 or 780-498-3585.

Are AADL claim numbers still required?

No. There is a space for you to enter your invoice numbers for your own tracking purposes but this is not mandatory.

Are there authorizer numbers?

No. The new process will be to add practitioners via the on-line portal. The same documentation is required to become an AADL authorizer/assessor for respiratory benefits but an authorizer number will not be provided.

Will existing authorizers be grandfathered in?

No. All authorizers will need to register via the portal.

Are speaking valves considered a respiratory benefit? Are they part of the transfer?

No. Speaking valves are considered a Speech Generating Communication Device and will be transitioned to Alberta Blue Cross at a later date.

If there is an on-going authorization does that need to resubmitted to Alberta Blue Cross?

No. All claim and authorization history will be transferred over to Alberta Blue Cross.

What about recurring claims?

Monthly claims can be submitted using a batch process.

Is Alberta Blue Cross processing authorizations for ventilators?

No. Continue to use the current process to order ventilators and supplies. Please note [the fax number for ventilator funding requests has changed to 780-342-8775.](mailto:780-342-8775)

Where do we find the forms?

Once a provider is logged into the Alberta Blue Cross online health portal all forms can be found under the **Resources** section.

How do we submit change of vendor forms?

Change of vendor (provider) forms are not required. The authorization is associated with the client not with the provider. Alberta Blue Cross does not need to be advised of a provider change unless there is an authorization or claim concern.

What if a client changes providers without advising the previous provider?

Ideally the process will be coordinated by the client and both providers. In the event the previous provider is not notified and receives a rejected claim they can contact the provider call center.

Do suction and tracheostomy tubes go through Alberta Blue Cross?

Yes.

Is a new Client Declaration form required?

Existing authorizations will be transferred over to Alberta Blue Cross and providers will not be required to collect a new declaration form. For new authorizations the client declaration form will be required as a mandatory document and can be uploaded in the on-line portal as supporting documentation.