

Alberta Aids to Daily Living

Bulletin #78

Information regarding the transition of AADL Communication Benefits authorizations and claims 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-2020, authorizations and claims for AADL communication benefits will be processed through the Alberta Blue Cross Online Health Portal (OHP).

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

What is staying the same?

- Alberta Health will continue to be responsible for the AADL program; benefit eligibility criteria, funding levels, policy direction and governance, and product selection. AADL will continue to review early replacements, exceptional requests and appeals.
- Benefits and eligibility requirements will not be impacted by this change.

What is Changing?

- In mid-2020, Alberta Blue Cross will begin processing AADL authorizations and claims for communication aids benefits.
- Service delivery will be improved by using Alberta Blue Cross technology to streamline the authorization of benefits and submission of claims.

- Authorization of communication aid benefits will move to a web based submission system (provider portal) and as a result adjustments to administrative processes will be required for authorizers and distributors.
- Once the transition is complete providers will be able to check eligibility, determine the client's cost share status, create authorizations and submit claims via the on-line portal.
- All vendors, including SGCD distributors, will have agreements with Alberta Blue Cross and Alberta Health.

Authorization and Vendor Information

All providers (authorizers, specialty assessors, vendors & distributors) will need to register with Alberta Blue Cross for OHP access. Providers will be invited to register and will be provided with detailed instructions prior to the transition.

Authorizers will select required supplies from a pre-populated menu based on the AADL Approved Product List (APL). Each authorization will require a client declaration form to be uploaded into the Alberta Blue Cross portal. Scanning equipment will be required to upload documents.

Authorizations must be created prior to product provision to determine client eligibility. Authorization results will be provided in real time. Approved authorizations confirm that the client is eligible for benefits.

Vendors will submit claims through the OHP and collect cost share payments at claim time. Cost share will be calculated in real time by OHP and reflected on the claim statement.

The serial numbers for some equipment, e.g. electrolarynx and SGCD, are mandatory fields. It may be necessary to add or correct information.

Providers may need to re-enter information for device repairs.

customized processes that represent many of the best practices in health benefit administration today.

Speech Generating Communication Devices

Authorizations will be required for new SGCD purchases, recycle equipment and for repairs on existing SGCD devices listed on the Approved Product List (APL). SGCD benefits will continue to require prior approval from AADL, however the authorizations will be submitted to Alberta Blue Cross through OHP and they will route them to AADL.

Alberta Blue Cross will maintain an inventory of all SGCD equipment purchases to support equipment recycling.

Voice Restoration/Electrolarynx

Authorizations will be required for all voice restoration/electrolarynx supplies based on the AADL Approved Product List (APL). Authorizations will also be required for repairs to specific equipment eligible for repair, such as an electrolarynx.

What are the next steps?

Once implementation timelines have been finalized, more information will be provided to program stakeholders.

Information sessions will be held closer to the implementation date to review the details and answer any outstanding questions.

Provider agreements and instructions to register for portal access will be distributed in advance.

A step-by-step provider guide and training videos will be available through Alberta Blue Cross and phone support will be available when the OHP goes live.

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