



Online Training

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Alberta Aids to Daily Living



Classification: Public



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Module 1.2

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Authorizer Roles

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AADL Authorizers

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- Authorizers determine client eligibility according to AADL policy and complete clinical assessments.

Note: When an AADL Authorizer is not the assessor, the Authorizer must confirm the client's eligibility and ensure the accuracy of the assessment.

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**General Authorizer Eligibility Requirements**

- Be a resident of the Province of Alberta.
- Be a qualified health professional registered in and in good standing with one of the following professional organizations/associations:
  - Registered Nurse - College and Association of Registered Nurses of Alberta (CARNA).

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  - Registered Nurse - College and Association of Registered Nurses of Alberta (CARNA).
  - Occupational Therapist - Alberta College of Occupational Therapists (ACOT).

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  - Occupational Therapist - Alberta College of Occupational Therapists (ACOT).
  - Physical Therapist - Physiotherapy Alberta - College + Association.

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### General Authorizer Eligibility Requirements

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- Be a qualified health professional registered in and in good standing with one of the following professional organizations/associations:
  - Registered Nurse - College and Association of Registered Nurses of Alberta (CARNA),
  - Occupational Therapist - Alberta College of Occupational Therapists (ACOT),
  - Physical Therapist – Physiotherapy Alberta – College + Association,
  - Speech Language Pathologist - Alberta College of Speech-Language Pathologists and Audiologists (ACSLPA).

Note: If your registration with your professional organization/association lapses or is discontinued, you cannot maintain AADL Authorizer status. This also applies if you move out of province or go 18 months or longer without authorizing a benefit.

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### General Authorizer Eligibility Requirements

- You must work for a minimum of three days per week (0.6 Full Time Equivalent) in a community care setting.

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### General Authorizer Eligibility Requirements

- You must work for a minimum of three days per week (0.6 Full Time Equivalent) in a community care setting.
- Be employed in a community care setting or in an acute care facility as part of discharge planning.

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### General Authorizer Eligibility Requirements

- You must work for a minimum of three days per week (0.6 Full Time Equivalent) in a community care setting.
- Be employed in a community care setting or in an acute care facility as part of discharge planning.
- If in private practice and providing contractual services for Alberta Health Services, you must submit pertinent business information directly to AADL for evaluation and approval.

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### General Authorizer Eligibility Requirements

- You must work for a minimum of three days per week (0.6 Full Time Equivalent) in a community care setting.
- Be employed in a community care setting or in an acute care facility as part of discharge planning.
- If in private practice and providing contractual services for Alberta Health Services, you must submit pertinent business information directly to AADL for evaluation and approval.
- Have a minimum of 1,700 hours of professional clinical experience.

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### General Authorizer Eligibility Requirements

- You must work for a minimum of three days per week (0.6 Full Time Equivalent) in a community care setting.
- Be employed in a community care setting or in an acute care facility as part of discharge planning.
- If in private practice and providing contractual services for Alberta Health Services, you must submit pertinent business information directly to AADL for evaluation and approval.
- Have a minimum of 1700 hours of professional clinical experience.
- Provide a full disclosure statement regarding any conflict of interest.

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### Authorizer Information Changes

- **Authorizers must notify AADL of:**
  - A change in professional association registration,
  - A change in facility and facility location in which employed,
  - Employment in more than one facility or health zone,
  - A change in hours of work to less than 3 days per week,
  - A leave of absence from work for periods of 18 months or longer,
  - A change of name or change of contact information, and
  - A change of responsibilities affecting authorization of benefits

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### Client Documentation

**Authorizers must:**

- provide documentation relating to the assessment and provision of AADL benefits,
- maintain documents in a manner consistent with the information and privacy legislation under which they and their employing organization operates, and
- provide any documents, records or reports requested by AADL or Alberta Blue Cross.

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### Continuing Competency

**Authorizers:**

- review AADL online modules,
- maintain clinical competency for the benefits for which they are assessing,
  - update clinical assessment skills as needed,
  - maintain clinical standards as required by their professional associations,
- stay current on new equipment and/or supplies:
  - bookmark the AADL program manuals and APLs
  - subscribe to the AADL e-mail list for update notification
  - read AADL Bulletins and updates

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**Compliance Monitoring**

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AADL may review Authorizers' compliance with AADL policies and procedures on an ongoing basis and may either temporarily or permanently suspend an Authorizer due to:

- Non-compliance with Authorizer responsibilities, or

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**Compliance Monitoring**

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AADL may review Authorizers' compliance with AADL policies and procedures on an ongoing basis and may either temporarily or permanently suspend an Authorizer due to:

- Non-compliance with Authorizer responsibilities, or
- A request from Alberta Health Services or employer to suspend an Authorizer.

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**Compliance Monitoring**

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AADL may review Authorizers' compliance with AADL policies and procedures on an ongoing basis and may either temporarily or permanently suspend an Authorizer due to:

- Non-compliance with Authorizer responsibilities, or
- A request from Alberta Health Services or employer to suspend an Authorizer.
- The three levels of compliance situations are:
  - Monitoring Compliance

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## Compliance Monitoring

AADL may review Authorizers' compliance with AADL policies and procedures on an ongoing basis and may either temporarily or permanently suspend an Authorizer due to:

- Non-compliance with Authorizer responsibilities, or
- A request from Alberta Health Services or employer to suspend an Authorizer.
- The three levels of compliance situations are:
  - Monitoring Compliance
  - Ongoing Non-Compliance

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## Compliance Monitoring

AADL may review Authorizers' compliance with AADL policies and procedures on an ongoing basis and may either temporarily or permanently suspend an Authorizer due to:

- Non-compliance with Authorizer responsibilities, or
- A request from Alberta Health Services or employer to suspend an Authorizer.
- The three levels of compliance situations are:
  - Monitoring Compliance
  - Ongoing Non-Compliance
  - Immediate Suspension

See the General Policies and Procedures for more information.

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## Authorizer Product Ranges

Approved Name	Product Product Range	Type of benefits
Head Balking, Trolleys, Showering, Equipment and Transfer Aids, Calluses		Head balking mats, roll mats, grab bars and shower accessories. Hospital beds, roll-in showers and roll-in tubs. Calluses and supplies.
Antimicrobial Bath and Linen		Antimicrobial bath and supplies.
Microbiological Supplies		Hygiene, abdominal and back supports.
Lifts		Lifts and slings, AADL does not fund beds in vehicles.
Chassis Supports		Chassis supports.
Organisational & Personal Therapy	Product Product Range	Type of benefits
Head and Large Balking, Trolleys, Equipment and Transfer Aids		Head balking mats, roll mats, grab bars. Hospital beds, roll-in showers and roll-in tubs. Shower and shower accessories.
Lifts		Lifts and slings, AADL does not fund beds in vehicles.
Microbiological Supplies		Hygiene, abdominal and back supports.
Specialized Products		Stems, grab bars, etc.
Equipment		
Walking Aids		Walkers and accessories.
Speech Language Pathology	Product Product Range	Type of benefits
Augmentative Speech and Communication Benefits		Electronics, non-auxiliary products, communication products for telecommunication.

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### Secondary Product Ranges

Secondary Product Range	Type of benefits	Requirements
Basic Glasses	Custom glasses prescriptions	<ul style="list-style-type: none"> <li>OT, PT or RN</li> <li>See Basic Glasses Program Manual for criteria</li> <li>Complete Product Range Request Form</li> </ul>
Mixed Workhous and Sewing Level A	Basic Sewing and Mixed Workhous	<ul style="list-style-type: none"> <li>OT or PT</li> <li>See Sewing Program Mixed Workhous Program manual for criteria</li> <li>Complete Mixed Workhous Sewing Level A Application Application</li> </ul>
Sewing Level B	Specialized Sewing	<ul style="list-style-type: none"> <li>OT or PT</li> <li>See Sewing Program Mixed for criteria</li> <li>Complete Level B and C Authorizer Application</li> </ul>
Sewing Level C	Complete Sewing	<ul style="list-style-type: none"> <li>OT or PT</li> <li>See Sewing Program Manual for criteria</li> <li>Complete Level B and C Authorizer Application</li> </ul>
Comprehensive Glasses	Includes ready-made and custom glasses for children, vision correction, contact lenses and bifocals	<ul style="list-style-type: none"> <li>OT, PT or RN</li> <li>See Comprehensive Glasses Program Manual for criteria</li> <li>Complete Comprehensive Glasses Product Range Request Form</li> </ul>
Recreation Bats and Lacers	Recreation bats and rackets	<ul style="list-style-type: none"> <li>OT or PT</li> <li>See Medical Program Manual for criteria</li> <li>Complete Product Range Request Form</li> </ul>
Power Workhous	Power workhous	<ul style="list-style-type: none"> <li>OT or PT</li> <li>See Power workhous benefit program manual</li> </ul>

*Alberta*

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- ### How to Apply to be an AADL Authorizer
- Complete the Authorizer Application Form at: <https://formsmgmt.gov.ab.ca/Public/AADL2218.xdp>
  - Complete all online training modules.
  - Send the application to AADL.
  - Attend training session.
  - Authorizers who have not authorized benefits within the last 18 months must reapply for Authorizer status.
- Alberta*

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- ### Approval of AADL Authorizer Status
- AADL will approve Authorizer status for health care professionals who:
    - meet the eligibility criteria,
    - complete the appropriate online training modules designated for their product ranges, and
    - submit all appropriate documentation to AADL.
  - Upon receipt and verification of all documentation, AADL will contact the Authorizer with their Authorizer number.
- Alberta*

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# Authorization Process

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## Authorizer Roles

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## Authorizer's Role

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- Provides clinical assessment.
- Determines if need can be addressed with an AADL benefit.
- Determines if client meets both general and benefit-specific eligibility criteria.
- If criteria met, completes an authorization.

The vendor then supplies the benefit and submits claim through the Alberta Blue Cross Online Health Portal.

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## Authorization Process Overview

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1. Confirm that the client is eligible for AADL benefits.
  - a) Is the client an Alberta resident?
  - b) Do they have a valid Personal Health Number?
  - c) Do they have alternate funding through NIHB/DVA/WCB?
  - d) Do they have third party insurance coverage? See AADL Bulletin #100 for more information at <https://open.alberta.ca/publications/alberta-aids-to-daily-living-aadl-bulletin-51-100>
  - e) Has the client received a similar benefit from AADL in the past?
2. Confirm any benefit specific criteria.
3. Explain the AADL program to the client, including cost-sharing and cost-share exemption.
4. Authorize the benefit.

Note: Much of the general eligibility criteria can be confirmed prior to the assessment through the Alberta Blue Cross Online Health Portal.

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### Alberta Blue Cross Online Health Portal

The Alberta Blue Cross Online Health Portal allows Authorizers to check:

- A client's status – active or inactive
- the client's cost-share status for the current benefit year,
- the benefits that the client has received, and
- the status of an authorization.

You can visit the Alberta Blue Cross Online Health Portal sign in page at <https://provider.ab.bluecross.ca/health/faces/secured/report/report.ispx>

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### Previous Benefits

- A client who has previously received a similar benefit from AADL may not be eligible.
- Checking the previous quantity and anniversary date of previous AADL benefits is used to determine the client's eligibility.
- You can find the quantity and frequency limits for each benefit in the Approved Product Lists, or APL.

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### Alberta Aids to Daily Living (AADL)

- Once a client's general eligibility is confirmed, the next step is to review the specific benefit information.
- Specific eligibility criteria for AADL benefits can be found in the respective program manuals and APLs.

HAIRED TOILET SEAT/TWOILET ARM SEATS			
8020	HAIRED TOILET SEAT/TOILET SEAT/TOILET SEAT	<ul style="list-style-type: none"> <li>• Must be used in conjunction with existing authorization for toilet seat.</li> <li>• For straight or standard toilet seats.</li> <li>• For toilet seats with raised toilet seats.</li> </ul>	1 in 4 years / \$600.00
8021	HAIRED TOILET SEAT WITH FRAME	<ul style="list-style-type: none"> <li>• For straight toilet seats.</li> <li>• For toilet seats with raised toilet seats.</li> </ul>	1 in 4 years / \$225.00
8022	HAIRED TOILET SEAT WITH TOILET SEAT	<ul style="list-style-type: none"> <li>• For straight toilet seats.</li> <li>• For toilet seats with raised toilet seats.</li> </ul>	1 in 4 years / \$225.00
8023	HAIRED TOILET SEAT WITH ACCESSORY	<ul style="list-style-type: none"> <li>• For straight toilet seats.</li> <li>• For toilet seats with raised toilet seats.</li> </ul>	1 in 4 years / \$60.00
8024	TOILET SEAT WITH ACCESSORY	<ul style="list-style-type: none"> <li>• For straight toilet seats.</li> <li>• For toilet seats with raised toilet seats.</li> </ul>	1 in 4 years / \$60.00
8025	TOILET SEAT WITH ACCESSORY	<ul style="list-style-type: none"> <li>• For straight toilet seats.</li> <li>• For toilet seats with raised toilet seats.</li> </ul>	1 in 4 years / \$60.00
8026	TOILET SEAT WITH ACCESSORY	<ul style="list-style-type: none"> <li>• For straight toilet seats.</li> <li>• For toilet seats with raised toilet seats.</li> </ul>	1 in 4 years / \$60.00
8027	TOILET SEAT WITH ACCESSORY	<ul style="list-style-type: none"> <li>• For straight toilet seats.</li> <li>• For toilet seats with raised toilet seats.</li> </ul>	1 in 4 years / \$60.00

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## Authorizations

- Authorizations entered via the secure Alberta Blue Cross Online Health Portal.
- Secure file upload for supporting documents.
- Authorizations adjudicated in real time - if accepted, can be claimed immediately.
- Authorizer responsible to ensure authorizations comply with AADL policy. Invalid authorizations may impact clients and vendors.
- Supported by Alberta Blue Cross provider hotline.
- To see a video walkthrough on submitting authorizations through the open Health Portal, go to <https://vimeo.com/548019815/3288254cb4>

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## Client Residency Policy

- Alberta Aids to Daily Living (AADL) benefits are provided to eligible Albertans residing in a variety of residence types.
- Client eligibility for AADL benefits varies by residence type.
- Refer to the AADL General Policy and Procedures

Home Living	Supportive Living and Designated Supportive Living	Facility Living
Independent Living (e.g., house, apartment, condominium)	Supportive Living (e.g., lodge, group home) Designated Supportive Living (e.g., SL3 and SL4, SL4D)	Long-Term Care Facility (e.g., nursing homes, auxiliary hospitals)

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## Summary

- AADL Authorizers assess and authorize medical equipment and supplies funded by the AADL program.
- Assessment includes determining the client's program and clinical eligibility for a benefit.
- Each type of benefit has specific criteria and process.
- The client (or person financially responsible for the client) must sign the Client Declaration form for the benefit and the declaration must be uploaded with the authorization.

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# Authorizer Resources

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## Authorizer Roles

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## Ordering AADL Forms

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- AADL brochures can be ordered on-line at <https://goa.westkeyonline/DSF/storefront.aspx>
  - Click on the LOGIN button
  - Enter you Email Address - new login ID will be your email address
  - Enter your Password - to begin your password will be ABCdef123!@# (You will be prompted to change your password during your initial login.)
- Please find a User Guide for the new site attached here: [https://westkeyprint.com/help/user\\_guide.pdf](https://westkeyprint.com/help/user_guide.pdf)
- If you require assistance, please contact the Help Desk at 1-800-663-9952 ext. 221, or via email at [orders@westkeygraphics.com](mailto:orders@westkeygraphics.com)

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## AADL E-mailing List

Authorizers are responsible for remaining up-to-date with the AAD program. The way to accomplish this is through the AADL e-mail list

**Subscribe to Alberta Aids to Daily Living**

Email


Confirm Email

#1st Name

Last Name

All Authorizers are required to subscribe at <https://www.alberta.ca/aadl-administration-information-for-authorizers-and-vendors.aspx>

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### AADL E-mailing List

- You will automatically be notified of any updates to the AADL website.
- If, after subscribing, you do not receive an acknowledgement e-mail, you will have to re subscribe.

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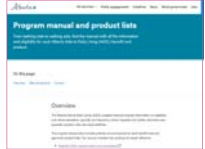
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### AADL Program Manual

The AADL Program Manual can be found on the AADL webpage at <https://www.alberta.ca/aadl-program-manual-and-product-lists.aspx> or on the benefits websites on the Alberta Blue Cross website by clicking on the links at <https://www.ab.bluecross.ca/provider/type/aadl/index.php>



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Alberta Aids to Daily Living Program  
Telus House, 13<sup>th</sup> Floor  
10020 100 Street NW  
Edmonton, Alberta T5J 0N3

Phone: 780-427-0731; to call toll-free, first dial 310-0000

Deaf/hearing impaired callers within Alberta using a TTY can reach the provincial government by dialing 780-427-9999 in Edmonton or 1-800-232-7215 throughout Alberta.

Fax: 780-422-0968

<https://www.alberta.ca/alberta-aids-to-daily-living.aspx>  
or  
<https://www.ab.bluecross.ca/provider/type/aadl/index.php>

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