

Online Training

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Alberta Aids to Daily Living



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Online Module 1.3

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Vendors and Provision of Benefits

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**AADL Vendors**

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- Medical equipment and supply providers have an agreement with AADL to provide medical supplies and equipment to eligible clients.
- Vendors can only provide benefits that they have an agreement with AADL to provide.
- AADL vendors are listed on the AADL website
  - <https://www.alberta.ca/aadl-approved-vendors-list.aspx>

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### General Vendor Eligibility Requirements

- Have a storefront.
- Be wheelchair accessible with an accessible fitting room when applicable.
- Operate five days per week, seven hours per day as a minimum.
- Meet minimum computer system requirements.
- Have General Business Liability Insurance.

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## Vendor Responsibilities

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### Vendor Responsibilities

Vendors ensure that their employees:

- are educated regarding the AADL Policies and Procedures.
- provide AADL program information to clients.
- have the necessary expertise (certification, etc.).
- are available to assist clients and Authorizers.

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### Vendor Employee Qualifications

- Each AADL benefit type has specific certifications/qualifications for employees associated with the provision of benefits.
- Staffing requirements are detailed in each of the specific benefit type as well as in individual contracts/agreements between vendors and the AADL program.

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### AADL Vendors Authorization Process

- Vendors are involved in the authorization process at different points in time, depending on the benefit.
- Vendors may be required to provide equipment to trial prior to the Authorizer entering the authorization.
- However, for incontinence supplies, the vendor can provide benefits to the client after the Alberta Blue Cross Online Portal has approved the authorization.

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### AADL Vendors Authorization Process

- **Vendors:**
  - Receive an approved authorization through the Alberta Blue Cross Online Health Portal.
  - Provide information and/or trial equipment.
  - Collect cost-share and applicable upgrade costs, as well as assisting clients with completing cost-share exemption forms.
  - Provide benefits to the client.
  - Submit the claim through the Alberta Blue Cross Online Health Portal.
  - Provide follow up service to the client for the benefits they receive.

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### AADL Vendors Equipment Information and Trials

- An Authorizer or client may contact an AADL vendor for information prior to submitting an authorization.
- AADL vendors:
  - Provide clients with information about the AADL program.
  - Ensure clients are provided equipment as per the Authorizer's direction.
  - Provide information about the technical specifications of equipment (i.e., weight capacity, size, product availability)
  - Provide information about the cost of benefits.

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### AADL Vendors Valid Authorizations

- The AADL authorization must also meet criteria to be valid:
  - Must have a PHN
  - Assessment date
  - Client must not be over quantity
  - Client must meet benefit specific eligibility criteria listed in the program manuals
- Vendors can confirm previous benefit consumption on the Alberta Blue Cross Online Health Portal.
- Vendors must wait until Alberta Blue Cross has processed authorizations for benefits that have specific eligibility criteria
  - e.g., heavy duty equipment with weight limits

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### AADL Vendors Cost Share

- Prior to providing benefits, the vendor must collect the cost-share portion.
- Cost-share status can be confirmed with the Alberta Blue Cross Online Health Portal.
- If a client is cost-share and would like to apply for cost-share exemption, the vendor should assist the client by providing them with an application form.
- The cost-share amount is based on the AADL maximum price for a benefit on the date the benefit is received, not on the assessment date.
- Cost-share is also based on the client's cost-share status as of the date the benefit is received, also called the Service Date.

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### AADL Vendors Pricing

- All benefits have a designated price maximum.
  - Some benefits have a generic description with a price range; some have a specific product with a designated price

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### AADL Generic/Benchmark Pricing

- All AADL vendors are required to stock at least one product per catalog which ensures that low income clients do not have to pay upgrade costs that exceed the benchmark price.
- The Approved Product Lists (APLs) can be found at the AADL website 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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### AADL Benchmark Pricing

- The vendor may offer AADL clients any brand/model of equipment as a benefit under the benchmark description providing it:
  - meets the generic description; and
  - complies with AADL standards for warranty, equipment limitations, and liability insurance.
- Clients must be offered a product priced at or below the benchmark price.
- If the shelf price of the product that the client chooses is priced below the benchmark price, the vendor must make a claim to AADL for that item at the shelf price.

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### Upgrade Pricing

- If the shelf price of the product or equipment that the client chooses is above the benchmark price, the client may choose to obtain it as an AADL benefit, but the client must pay the upgrade difference between the AADL benchmark price and the shelf price.
- The difference is not reported to AADL and is not considered part of the \$500 maximum client cost-share contribution.

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### AADL Vendors Specific Products

- Some benefits have specific brands/models of equipment designated
  - These have a specific price
- **Vendors:**
  - Must bill the price listed on the APL
  - Cannot charge an upgrade for these items unless approved by AADL
  - Cannot substitute products unless approved by AADL

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### AADL Vendors Provision of Benefits

- Once a valid authorization is in place and cost-share has been collected, the vendor can provide the benefit.
- Some benefits are provided over time.
- The date the client receives the benefit is called the Service Date.
- Assessment Dates and Service Dates must never be changed for any reason.
  - The Authorizer's clinical notes should also document the assessment and service dates of AADL benefits

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### AADL Vendors Submitting Claims

- The final step for the vendor in the authorization process is to submit a claim.
- Vendors submit claims via the Alberta Blue Cross Online Health Portal.
- Claims must be submitted within six months of the Service Date.
- A video on how to submit claims is available at <https://www.ab.bluecross.ca/video/aud-how-to-submit-a-claim.php>

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### AADL Vendors Follow-up

- AADL vendors are expected to provide follow-up service for benefits such as:
  - Ongoing client education
  - Technical support
  - Repairs or warranty service

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### Vendor Resources

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## Alberta Aids to Daily Living (AADL)

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



All Vendors 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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## 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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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.municipal.ca/arc/old/development/index.cfm>

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