

Online Training

Alberta Aids to Daily Living




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Online Module 1.4

Specialty Supplier and Specialty Assessor Roles


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What is a Specialty Supplier?

- A Specialty Supplier is another model for the provision of AADL benefits.
 - The assessor and the supplier of the AADL benefit are the same
- For Specialty Supplier benefits, AADL acts as the Authorizer based on the assessment information provided by the Specialty Supplier.

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AADL Specialty Suppliers

- AADL has Specialty Suppliers for the following benefits:
 - Breast Prostheses
 - Custom Footwear, Therapeutic Footwear, Shoe Elevations
 - Hearing Aids
 - Orthotic Benefits
 - Prosthetic Benefits
 - Respiratory Benefits
- In these cases, the client makes the choice of Specialty Supplier prior to an assessment.
- The Specialty Supplier will assess the client for the benefit, determine eligibility, supply the benefit, and submit a claim.

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AADL Specialty Suppliers

- Specialty Suppliers must meet the same requirements as AADL vendors.
 - Lists of Specialty Suppliers can be found on the AADL website at: <https://www.alberta.ca/aadl-approved-vendors-list.aspx>
- Specialty Suppliers can only provide benefits listed on the website

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AADL Specialty Suppliers Assessing the Client

- Specialty Suppliers employ staff called "Specialty Assessors" to conduct clinical assessments to determine eligibility.
 - Audiologists and Hearing Aid Practitioners
 - Breast Prosthesis Fitters
 - Certified Prosthetists, Orthotists and Pedorthists
 - Ocularists
 - Respiratory Therapists
- Specialty Assessors assess clients and determine general eligibility as well as benefit-specific clinical eligibility.
- Specialty Assessors must document all clinical assessments.

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AADL Specialty Suppliers Roles

The Specialty Supplier:

- assesses clients,
- determines the client's clinical requirements and benefit eligibility,
- recommends the most appropriate benefit,
- explains AADL's cost sharing policies to the client,
- explains the AADL quantity limits for each benefit to the client,
- discusses alternatives when the client chooses items not provided by AADL,
- collects any cost-share amount,
- explains any upgrade costs,
- ensures that the client signs the Client Declaration form,
- provides the benefit,
- completes clinical notes and all other client documentation , and
- provides statement of account to all clients.


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AADL Specialty Suppliers Submitting Authorizations

- AADL Specialty Assessors submit an authorization request using the Alberta Blue Cross Online Health Portal.
- Please note that Specialty Assessors are still responsible for determining AADL eligibility in the same way as an AADL Authorizer.


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Specialty Supplier Authorization Process


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AADL Specialty Suppliers Assessment Overview

1. The client selects a Specialty Supplier from the AADL list of approved vendors.
2. The Specialty Supplier confirm that the client is eligible for AADL benefits.
 - a) Is the client an Alberta resident?
 - b) Do they have a Personal Health Number?
 - c) Do they have alternate funding through NIHB/DVA/WCB?
 - d) Do they have third party insurance?
 - e) Has the client received a similar benefit from AADL in the past?
3. The Specialty Supplier conducts clinical and eligibility assessment.
4. Clinical assessment confirms need for an AADL benefit.
5. Specialty Assessor continues to confirm AADL general eligibility.
6. When clinical and AADL eligibility is confirmed, this becomes the Assessment Date.


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AADL Specialty Suppliers Authorization Process Overview

- The Specialty Assessor:
 - conducts a clinical assessment, which includes confirming the client's general and clinical eligibility for AADL benefits.
 - explains AADL program and benefits to the client.
 - completes appropriate documentation.
 - submits authorization for the benefit to Alberta Blue Cross Online Health Portal
 - collects cost-share portion and/or upgrade costs from the client.
 - provides benefit to client.
 - submits claim.
- Specialty Suppliers must provide follow-up to AADL clients, which includes ongoing education and service to the client to ensure the benefit continues to meet the client's needs.


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AADL Specialty Suppliers Previous Benefits

- A client who has previously received a similar benefit from AADL may not be eligible.
- Checking the 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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AADL Specialty Suppliers Benefit Information

- 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.

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AADL Specialty Supplier Authorization

- Specialty Suppliers submit authorizations via the Alberta Blue Cross Online Health Portal.
- Clients must sign a client declaration form. It is a separate form which the Specialty Supplier must keep for the client's file.

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AADL Specialty Suppliers Client Declaration

- Every authorization created requires a signed client declaration form.
- This form details the cost-share policy and confirms that the client understands any potential financial obligations.



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**AADL Specialty Suppliers
Authorization Process**

- Authorizations can be updated.
- The authorization automatically expires once the Specialty Supplier claims for the benefits.


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Specialty Supplier Provision of Benefits

- Specialty Suppliers follow the same process as all other AADL vendors after the authorization is created, including:
 - Collect the cost-share portion and/or upgrade costs
 - Provide the AADL benefits
 - Create the claim for the benefit
 - Provide follow-up to the client
- Refer to the Vendor Module 1.3 for more information about the provision of benefits.


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**AADL Specialty Suppliers
Follow-up Roles**

- **Specialty Suppliers:**
 - provide appropriate follow-up activity, such as checking and adjusting fitting;
 - provide advice to the client;
 - ensure their staff is accessible to AADL and the client;
 - ensure defective supplies and equipment are replaced;
 - honour manufacturer's warranties;
 - resolve suppliers' errors;
 - resolve promptly all errors relating to the administration of benefits; and
 - resolve claim issues.

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AADL Resources

Specialty Supplier and Specialty Assessor Roles




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AADL Specialty Suppliers Resources


- AADL brochures can be ordered on-line at:
<https://goa.westkeyonline/DSF/storefront.aspx>
 - Click on the LOGIN button
 - Enter your 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
- If you require assistance, please contact the Help Desk at 1-800-663-9952 ext. 221, or via email at orders@westkeygraphics.com

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AADL E-mailing List

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



All Specialty Suppliers 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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Alberta Aids to Daily Living Program
Telus House, 13th 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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