


Online Training

Alberta Aids to Daily Living




Classification: Public



Online Module 1.7

Quantity and Frequency Review (QFR) Process

Classification: Public




Before we begin . . .

Print the following Quantity and Frequency Review (QFR) forms under Quantity and Frequency Review request forms at <https://www.alberta.ca/aadl-forms-and-documents.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>
Please have them on hand to review before continuing:


- QFR Request Form
- QFR Checklist
- QFR Director's Appeal

3
Classification: Public




Quantity and Frequency Review (QFR)

- AADL benefits have pre-determined quantity limits (how many items the program provides) and frequency limits (how often the program will provide a new item or replacement).

4
Classification: Public 


Quantity and Frequency Review (QFR)

- AADL benefits have pre-determined quantity limits (how many items the program provides) and frequency limits (how often the program will provide a new item or replacement).
- AADL will consider submissions that exceed these limits.

5
Classification: Public 

Quantity and Frequency Review (QFR)

- AADL benefits have pre-determined quantity limits (how many items the program provides) and frequency limits (how often the program will provide a new item or replacement).
- AADL will consider submissions that exceed these limits.
- Requests must be supported by an Authorizer/Specialty Supplier.

6
Classification: Public 

Quantity and Frequency Review (QFR)

- AADL benefits have pre-determined quantity limits (how many items the program provides) and frequency limits (how often the program will provide a new item or replacement).
- AADL will consider submissions that exceed these limits.
- Requests must be supported by an Authorizer/Specialty Supplier.
- There must be a demonstrated clinical need.

7
Classification: Public



Quantity and Frequency Review (QFR)

- A QFR is submitted to Alberta Blue Cross as an authorization type – intended for exceptional circumstances.
- A QFR does not accompany the initial authorization.

8
Classification: Public



Limits of QFR Process

- QFR will not consider:
- equipment and/or supplies which are not AADL benefits;

9
Classification: Public




Limits of QFR Process

QFR will not consider:

- equipment and/or supplies which are not AADL benefits;
- AADL Program Cost-Share Exemption Appeals;

10
Classification: Public




Limits of QFR Process

QFR will not consider:

- equipment and/or supplies which are not AADL benefits;
- AADL Program Cost-Share Exemption Appeals;
- benefits for which the client does not meet the eligibility criteria;

11
Classification: Public




Limits of QFR Process

QFR will not consider:

- equipment and/or supplies which are not AADL benefits;
- AADL Program Cost-Share Exemption Appeals;
- benefits for which the client does not meet the eligibility criteria;
- replacement of lost, stolen or damaged benefits;

12
Classification: Public




Limits of QFR Process

QFR will not consider:

- equipment and/or supplies which are not AADL benefits;
- AADL Program Cost-Share Exemption Appeals;
- benefits for which the client does not meet the eligibility criteria;
- replacement of lost, stolen or damaged benefits;
- replacement of benefits due to misuse;

13
Classification: Public




Limits of QFR Process

QFR will not consider:

- equipment and/or supplies which are not AADL benefits;
- AADL Program Cost-Share Exemption Appeals;
- benefits for which the client does not meet the eligibility criteria;
- replacement of lost, stolen or damaged benefits;
- replacement of benefits due to misuse;
- replacement of benefits for convenience or lifestyle reasons;

14
Classification: Public




Limits of QFR Process

QFR will not consider:

- equipment and/or supplies which are not AADL benefits;
- AADL Program Cost-Share Exemption Appeals;
- benefits for which the client does not meet the eligibility criteria;
- replacement of lost, stolen or damaged benefits;
- replacement of benefits due to misuse;
- replacement of benefits for convenience or lifestyle reasons;
- replacement of benefits due to technological advancements; or

15
Classification: Public



Limits of QFR Process

- QFR will not consider:
- equipment and/or supplies which are not AADL benefits;
 - AADL Program Cost-Share Exemption Appeals;
 - benefits for which the client does not meet the eligibility criteria;
 - replacement of lost, stolen or damaged benefits;
 - replacement of benefits due to misuse;
 - replacement of benefits for convenience or lifestyle reasons;
 - replacement of benefits due to technological advancements; or
 - costs above AADL maximum contribution.

16
Classification: Public



QFR Checklist

AADL has developed a checklist to help determine if a QFR request is appropriate. It is available under Quantity and Frequency Review request forms at

<https://www.alberta.ca/aadl-forms-and-documents.aspx>

17
Classification: Public



Quick QFR Quiz

QUESTION:

A client's wheelchair cushion was accidentally left on the sidewalk when transferring into the car and packing the wheelchair into the trunk.

The client has very fragile skin and a Baden score of 12.

As the Authorizer, what should you do?

18
Classification: Public



Quick QFR Quiz

ANSWER:

You would refer the client to an alternate funding source since this is not an eligible QFR.

AADL does not replace cushions early and this cannot be appealed through the QFR process.

Alternatively, hopefully the client has insured all AADL benefits and can have their insurance replace the cushion.

19
Classification: Public



Quick QFR Quiz

QUESTION:

An Occupational Therapist authorized a inguinal hernia support for a client six months ago. The client has since become very active and his waist circumference has decreased by three inches. The support cannot be adjusted to the client's size.

What should you as the Authorizer do?

20
Classification: Public



Quick QFR Quiz

ANSWER:

You should complete a QFR request since this is a significant change in condition. The client has physically changed.

As an Authorizer, be sure to include the client's objective measurements to demonstrate the physical change.

If the QFR is approved, an authorization can be completed.


21
Classification: Public



Module 1.7

Quantity and Frequency Review Submission Process


Classification: Public




QFR Submission Process

Authorizers or Specialty Suppliers:

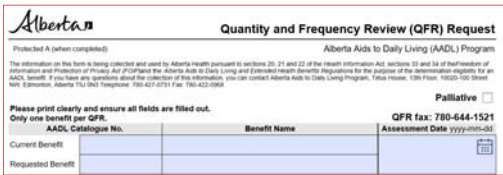
- advise the client that, after identifying a clinical need, the Authorizer/Assessor/ Specialty Supplier will make a submission for additional benefits on the client's behalf.
- advise the client of the Quantity and Frequency Review process and procedures.
- complete the Quantity and Frequency Review Request form available at <https://www.alberta.ca/aadl-forms-and-documents.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>
- The Authorizer must provide a copy of the QFR form to the client.




Classification: Public



Completing the QFR Request Form



Classification: Public



Completing the QFR Request Form

Client Information				
Client's Last Name	Client's First Name	Diagnosis	Date of Birth yyyy-mm-dd	Personal Health Number
Name of Individual Legally Responsible for Client (if client unable to sign)		Individual's Relationship to Client		
Mailing Address of Client / Individual Responsible for Client (to receive decision notice)			City	Postal Code
Client Residence Type: <input type="checkbox"/> Home <input type="checkbox"/> Long Term Care <input type="checkbox"/> Group Home / Lodge <input type="checkbox"/> SL3 <input type="checkbox"/> SL4				
Authorizer / Specialty Assessor (Auth / SA) Information				
Auth / SA Last Name	Auth / SA First Name	Phone	Fax	Authorizer Number

25
Classification: Public

Completing the QFR Request Form

Reason for Request	
Provide clinical rationale for your request. Attach required forms and documentation, as defined in the AADL Program Manual for the appropriate benefit area. Please refer to the QFR Checklist to ensure that the request meets basic eligibility criteria.	
Date yyyy-mm-dd	Signature of Client / Individual Responsible for Client
Date yyyy-mm-dd	Signature of Authorizer / Specialty Assessor

26
Classification: Public

QFR Submission Process

- Authorizers or Specialty Suppliers must have written permission from the client before submitting a quantity and frequency review request.
- Include copies of required clinical documentation, (e.g., AADL lower leg assessment, audiogram).
- The client's signature is their agreement to have you submit a QFR on their behalf.

27
Classification: Public

QFR Submission Process

- Submit authorization and upload all required documentation to the Alberta Blue Cross online health portal.
- Submit the request within 20 working days of the assessment. This timeframe may be extended at the discretion of the AADL Program Manager.

28
Classification: Public



QFR Submission Process – the Decision

Decision Information - This Section is for AADL Use Only			
QFR Reference Number	<input type="text"/>	Received Date	<input type="text"/>
Program Manager Decision	<input type="radio"/> Withdrawn <input type="radio"/> Approved <input type="radio"/> Denied	Decision Date	<input type="text"/>
Program Manager Name	<input type="text"/>	Notice Date	<input type="text"/>
Rationale for Decision/Instructions to Authorizer or Specialty Assessor: <input type="text"/>			
<small>Notice: If this request is denied, the authorizer / specialty assessor may submit it for reconsideration by the QFR Appeals Committee. To request an appeal, mark below and resubmit this form to the QFR fax line. Additional information may be attached for review.</small>			
<input type="checkbox"/> Submit this request to the QFR Appeals Committee	Appeal Request Date yyyy-mm-dd	Auth - SA Signature for Appeal	<input type="text"/>
<input type="button" value="Save"/>		<input type="button" value="Print Version"/>	

29
Classification: Public



Quick QFR Quiz

QUESTION:

What is the QFR Checklist used for?

30
Classification: Public



Quick QFR Quiz

ANSWER:

The QFR Checklist helps Assessors, Authorizers and Specialty Suppliers determine if a request is eligible for review by the QFR review process.

31
Classification: Public



Quick QFR Quiz

QUESTION:

What happens when a QFR is approved?

32
Classification: Public



Quick QFR Quiz

ANSWER:

Alberta Blue Cross will create an authorization reflecting the approved QFR.

33
Classification: Public



Quick QFR Quiz

QUESTION:

Who of the following can complete a QFR:

- a) Any Registered Nurse, Physical Therapist or Occupational Therapist
- b) Health care professionals with an AADL Authorizer number
- c) AADL Specialty Suppliers with an AADL Specialty Assessor number
- d) AADL vendors
- e) AADL clients
- f) Caregivers or family members of AADL clients

34
Classification: Public



Quick QFR Quiz

ANSWER:

The answer is b) and c).

The only people who can submit a QFR are a health care professional who has an AADL Authorizer number or an AADL Specialty Supplier who has an AADL Specialty Supplier Assessor number.

35
Classification: Public



Module 1.7

Quantity and Frequency Review Committee


Classification: Public



Overview of QFR Committee

Purpose of the Quantity and Frequency Review (QFR) Committee:

- To provide an extra level of appeal
- To ensure the QFR process is fair and transparent

37
Classification: Public 

Overview of QFR Committee

- QFR Committee membership consists of both external and internal members of AADL.
- Most members have clinical backgrounds, while others represent other Alberta Government ministries.

38
Classification: Public 

QFR Committee Submission Procedure

All submissions for review by the QFR Committee must follow the AADL defined procedures as follows:

- Authorizers or Specialty Suppliers may submit a request, if a benefit is denied by the AADL Program Manager, to the QFR Committee.
- This must be done within 20 working days of the program manager's decision.
- The denied Quantity and Frequency Review form can be submitted via the Alberta Blue Cross Online Health Portal.

39
Classification: Public 

QFR Committee Submission Procedure

All submissions for review by the QFR Committee must follow the AADL defined procedures as follows:

- Authorizers or Specialty Suppliers may submit a request, if a benefit is denied by the AADL Program Manager, to the QFR Committee.
- Clients cannot make personal presentations to the QFR Committee.

40
Classification: Public

QFR Committee Submission Procedure

The QFR Committee:

- reviews QFR submissions;
- requests any additional information deemed appropriate;
- makes decisions based on the presentation, clinical best practice guidelines, client need and previous benefit consumption;
- exercises their authority in a fair and equitable manner;
- is permitted to impose limitations and/or conditions deemed appropriate;
- issues written decisions and rationale; and
- maintains a formal record of the Committee members involved in making the decision.

41
Classification: Public

QFR Procedure

- The QFR Committee informs Alberta Blue Cross and AADL of the decision.
- Alberta Blue Cross notifies Authorizers or Specialty Supplier.
- Authorizers or Specialty Suppliers may appeal a QFR Committee decision directly to the AADL Director.

42
Classification: Public


Quick QFR Quiz

QUESTION:

True or False?

I can have the QFR Committee review the QFR before the AADL program manager since I know they will deny it.

43
Classification: Public




Quick QFR Quiz

ANSWER:

False: the committee will only review QFRs that have been denied by an AADL Program Manager.


44
Classification: Public



Module 1.7

Director Appeal Process

Classification: Public



Director Appeal for QFR Overview

- Different from the regular director's appeal.
- Specific process for QFRs.
- Used only when the AADL program manager and the QFR Committee have denied the request.
- Form must be completed.
- Different from other levels of the QFR process since, at this level, the client can appeal to the AADL director.

46
Classification: Public



Director Appeal Process

Clients/Authorizers/Specialty Suppliers:

- complete the Quantity and Frequency Appeal to the AADL Director form. It is available under Quantity and Frequency Review request forms at <https://www.alberta.ca/aadl-forms-and-documents.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>

47
Classification: Public



Director Appeal Process

Clients/Authorizers/Specialty Suppliers:

- complete the Quantity and Frequency Appeal to the AADL Director form. It is available under Quantity and Frequency Review request forms at <https://www.alberta.ca/aadl-forms-and-documents.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> and
- submit the request within 20 working days of the QFR Committee decision date.

48
Classification: Public



Director Appeal Process

Clients/Authorizers/Specialty Suppliers:

- complete the Quantity and Frequency Appeal to the AADL Director form. It is available under Quantity and Frequency Review request forms at <https://www.alberta.ca/aadl-forms-and-documents.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> and
- submit the request within 20 working days of the QFR Committee decision date.
- Authorizers or Specialty Suppliers:
 - may assist the client in completing the appeal form.
 - are not required to assist clients if appeal is not in accordance with AADL's appeal process or if in agreement with the QFR decision.

49
Classification: Public



Director Appeal Process

AADL Director:

- reviews the original submission, the decision under appeal, the appeal documentation and any additional information;
- may contact any party involved for additional information; and
- makes and issues in writing a final decision.

50
Classification: Public



Quick QFR Quiz

QUESTION: Who can complete a QFR request at the following stages of the process:

1. Initial QFR:
 - a) Client
 - b) Authorizer/Specialty Assessor
 - c) Assessor
2. QFR Committee:
 - a) Client
 - b) Authorizer/Specialty Assessor
 - c) Assessor
3. QFR Director Appeal:
 - a) Client
 - b) Authorizer/Specialty Assessor
 - c) Assessor

51
Classification: Public




Quick QFR Quiz

ANSWER:

1. Initial QFR:
 - a) Client (no)
 - b) Authorizer/Specialty Assessor (yes)
 - c) Assessor (no)
2. QFR Committee:
 - a) Client (no)
 - b) Authorizer/Specialty Assessor (yes)
 - c) Assessor (no)
3. QFR Director Appeal:
 - a) Client (yes)
 - b) Authorizer/Specialty Assessor (yes)
 - c) Assessor (yes)

52
Classification: Public



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/resident/types/aad/index.php>

53
Classification: Public



© 2022 Government of Alberta

54
Classification: Public