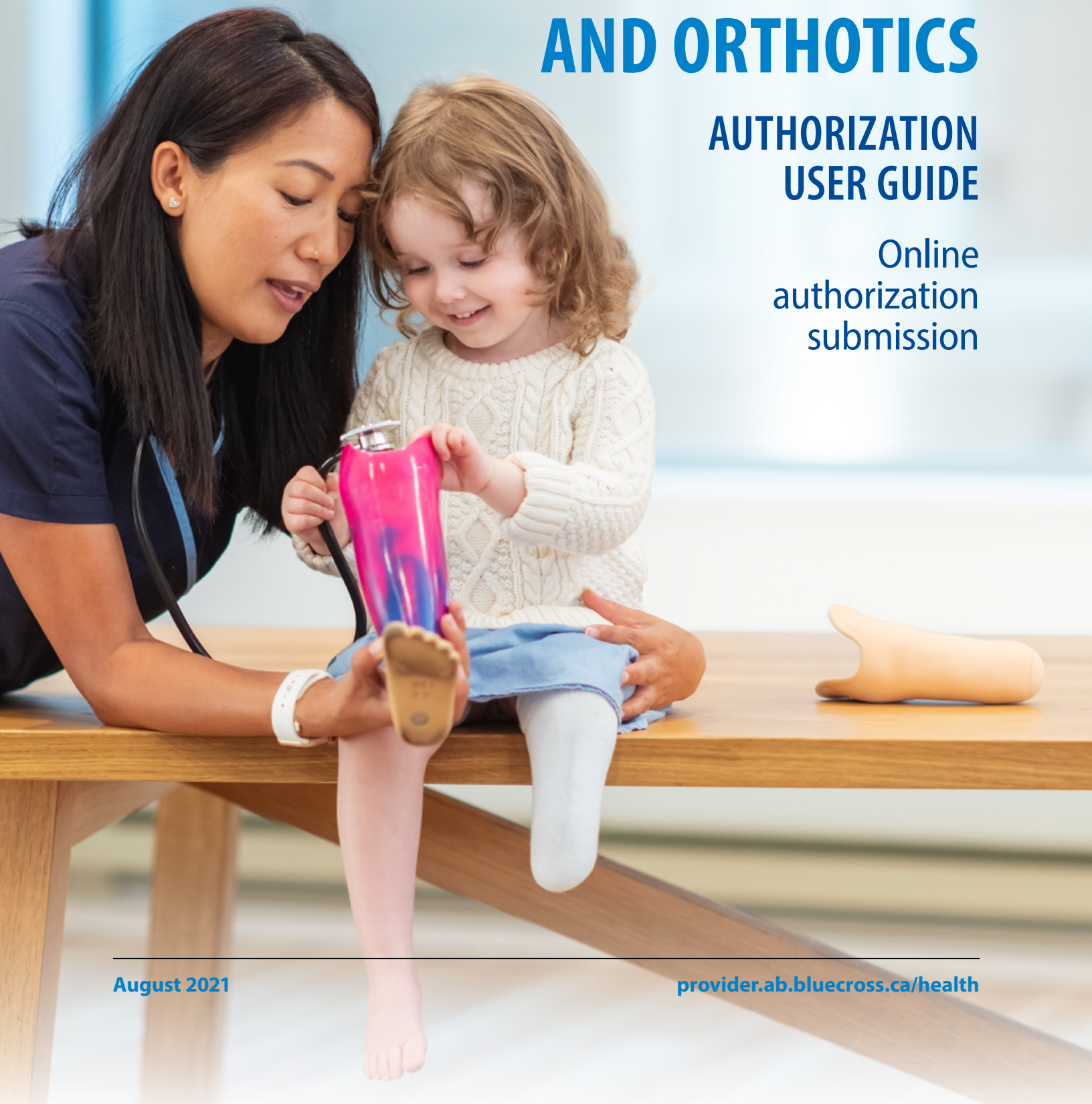
ALBERTA BLUE CROSS®

AADL PROSTHETICS AND ORTHOTICS

AUTHORIZATION USER GUIDE

Online authorization submission



August 2021

provider.ab.bluecross.ca/health

AADL PROSTHETICS AND ORTHOTICS BENEFIT PROGRAM—AUTHORIZATION USER GUIDE

Alberta Blue Cross® is pleased to offer online authorization submission for Alberta Aids to Daily Living (AADL) prosthetics and orthotics benefits providers. This convenient service is delivered through an easy-to-use secure website and is available at no cost to prosthetics and orthotics providers across Alberta. Online submission provides the convenience of direct billing for eligible services for your customers with coverage through the AADL program. You are assured of a prompt response directly from Alberta Blue Cross.

Help

If you have questions about a screen, click on the blue button with a question mark. The help button has answers to questions that are frequently asked about the section.

Registering for site access

To register for online authorization submission, you must complete the Request for Secure Web Site Access web form. Details about completing this form can be accessed through our public website at **ab.bluecross.ca**.

The Health Services AADL team at Alberta Blue Cross will create your website access based on your completed registration form. To protect your security, a login ID and temporary password will be sent in two separate emails to the email address provided on your registration form. Once you have received both emails, you can begin serving your patients through online authorization submissions.

Getting started online

Please refer to the information in the emails Alberta Blue Cross sends you when your initial registration is approved. These emails contain your login ID and temporary password. Navigate to the Alberta Blue Cross AADL website at **provider.ab.bluecross.ca/health** and enter the login ID and password in the applicable fields.

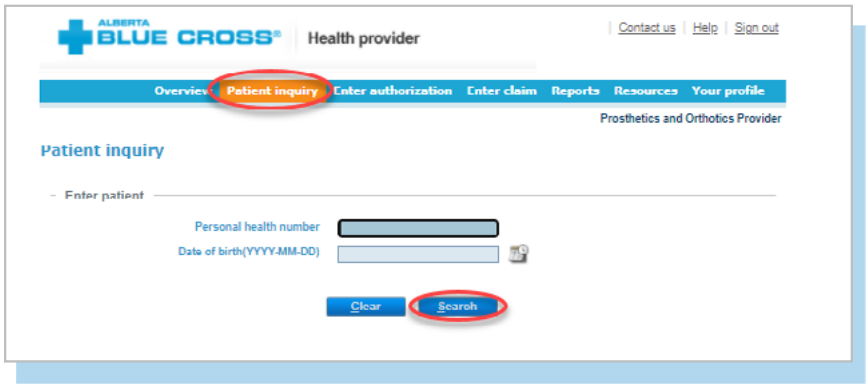
You will be asked to agree to the Web Site Policy and Online Billing Agreement, set up your two reminder questions and change your temporary password. This information will be used to verify your identity if you forget your password or require information about your account. Subsequent sign-ins will only require your login ID and password.

Authorizing online is quick, easy and secure!

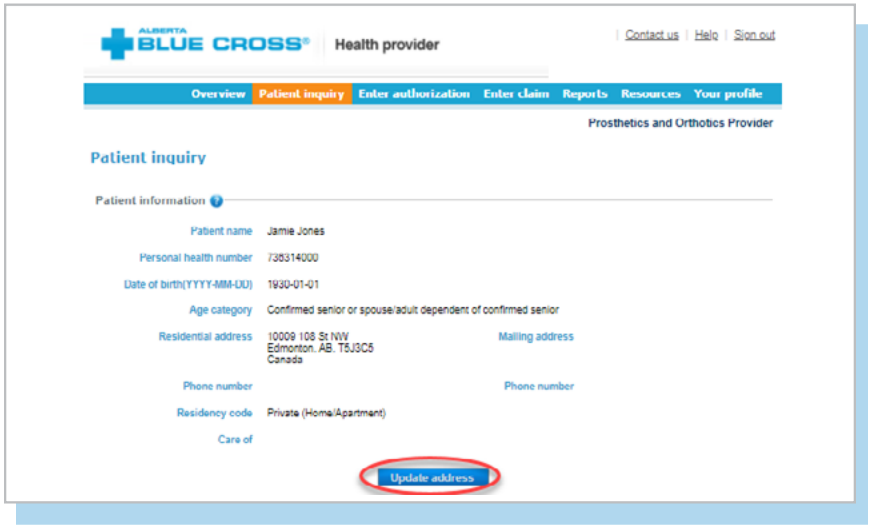
Authorizing online is quick, easy and secure. After validating a patient's identity and predetermining results, simply submit the authorization for processing. Results are displayed within seconds of submission. The transaction is then complete.

EASY STEPS TO ACCESSING THE PATIENT INQUIRY SCREEN

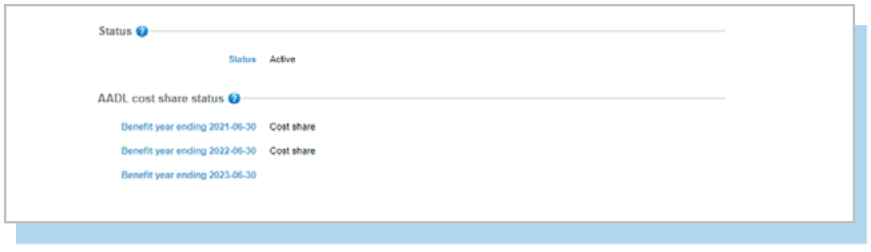
1. Navigate to the "*Patient Inquiry*" menu option and enter the patient's personal health number and birth date. Then click "*Search*".



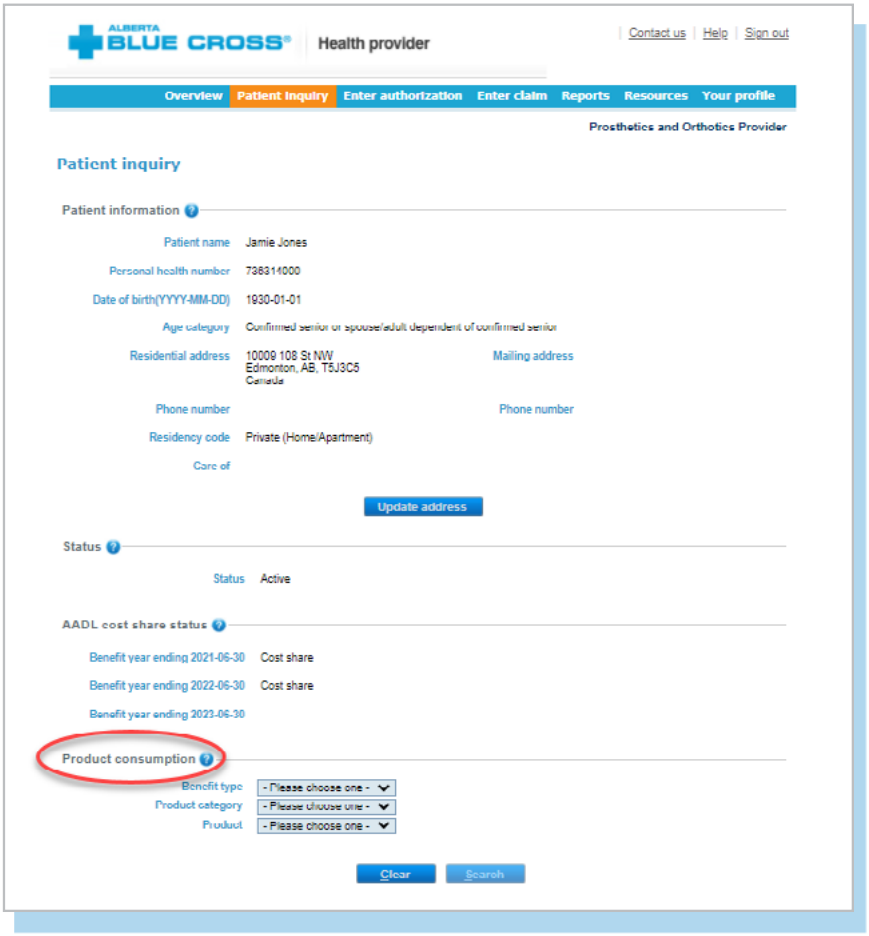
2. Confirm the patient's information and address. To update the patient's address, select "*Update address*".



3. The patient inquiry screen will list
   - the patient's current AADL status, indicating if they are eligible for AADL benefits or if the coverage has ended; and
   - the patient's cost-share status for the previous, current and future benefit year.

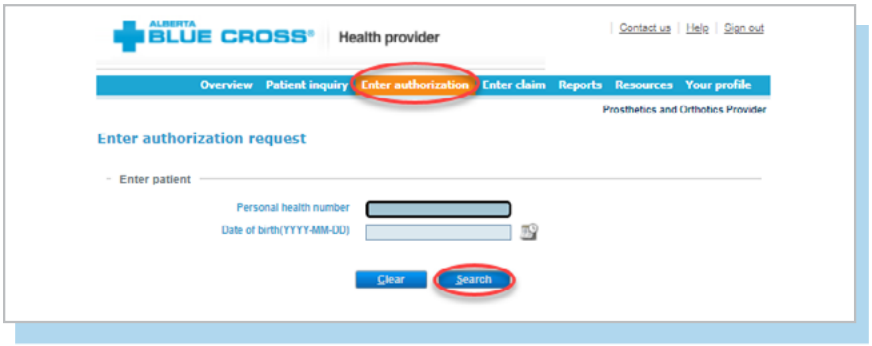


4. You can also search the patient's product consumption by selecting the benefit type, product category and product.

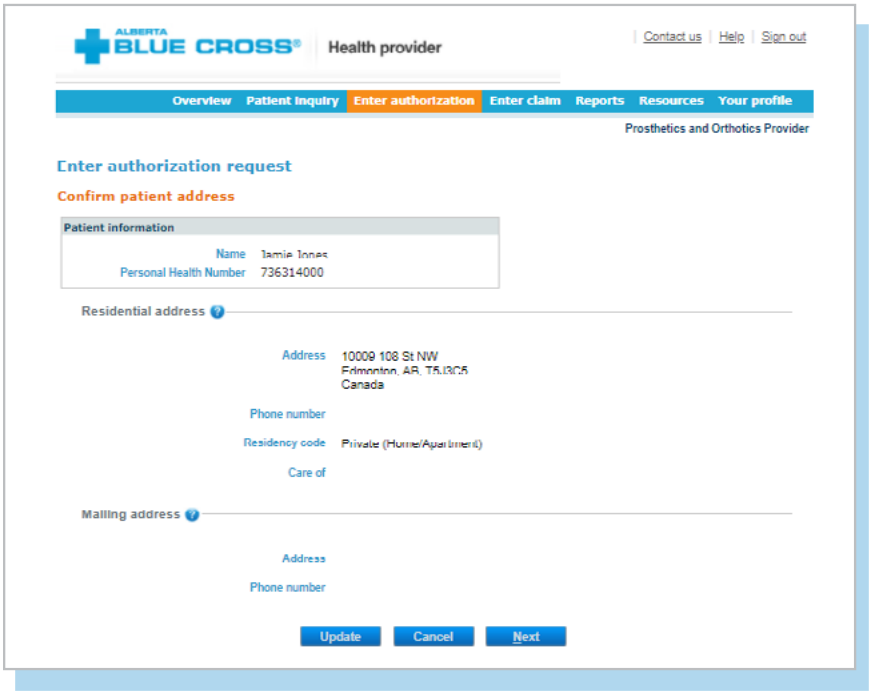


EASY STEPS TO SUBMITTING AND PROCESSING AN AUTHORIZATION

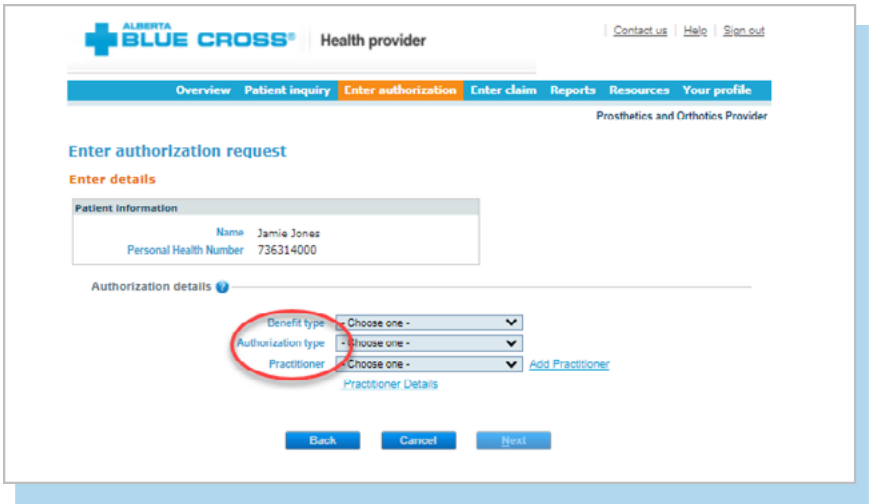
1. Navigate to the *"Enter authorization"* menu option and enter the patient's personal health number and birth date. Then click *"Search"*.



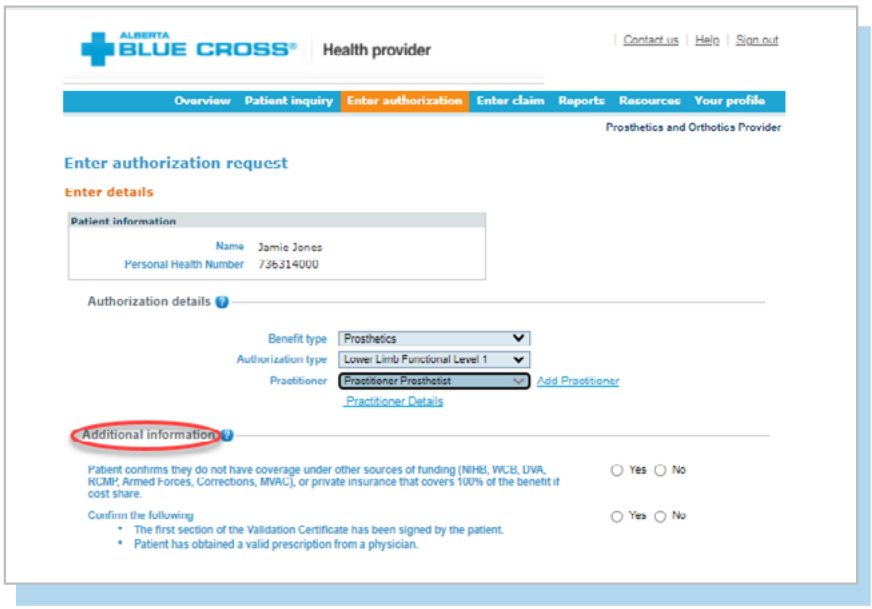
2. Confirm patient's address. To update the patient's address, select *"Update"*. If the information is correct and no updates are required, click *"Next"*. If a patient does not have an address in the system, you will be asked to update the patient's address.



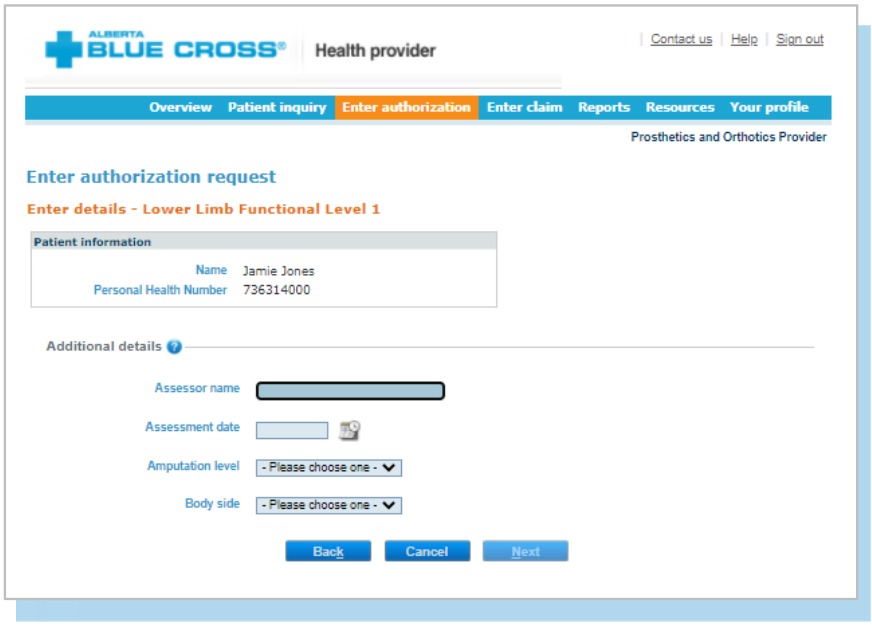
3. Select the *"Benefit type"*, *"Authorization type"* and *"Practitioner"* for the authorization submission.



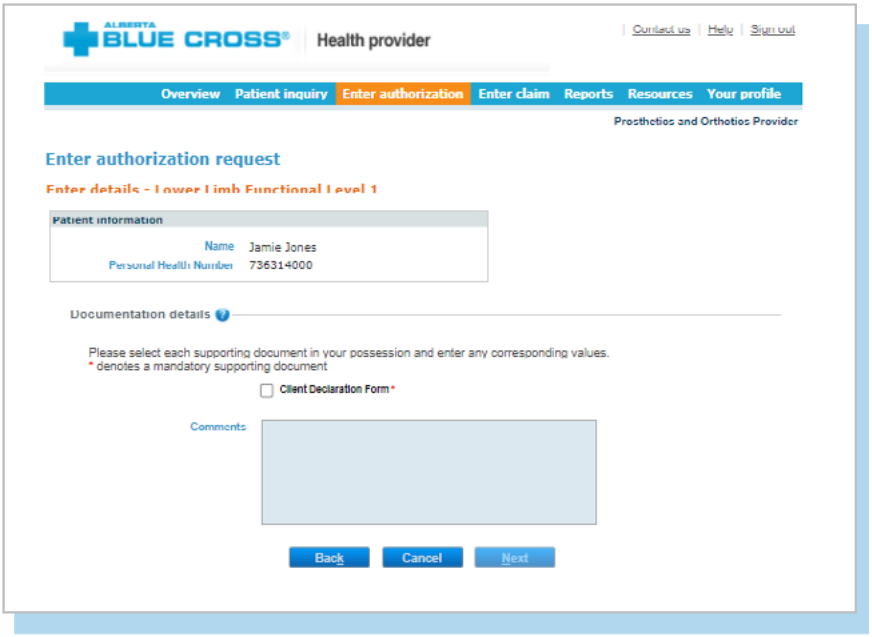
4. You will be asked to answer questions to determine eligibility. All the questions that appear are mandatory and must be answered.



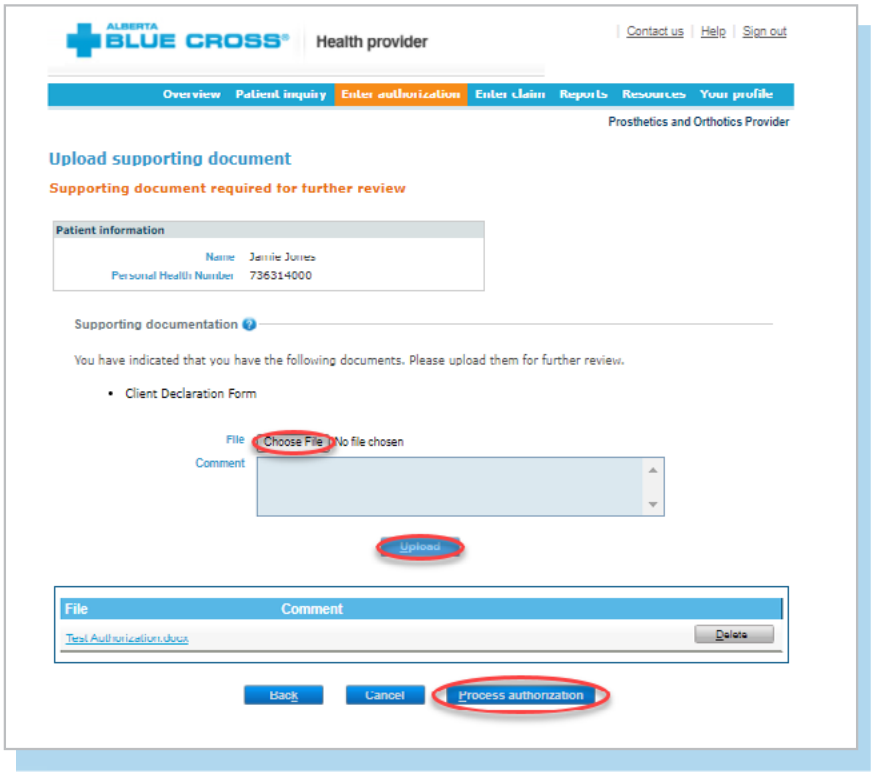
5. As prompted, enter any additional details specific to the product selected.



6. You will be provided with a list of documents required for the specific authorization being requested. Mandatory documents will be indicated with a red asterisk. Select each box and provide the corresponding documentation.

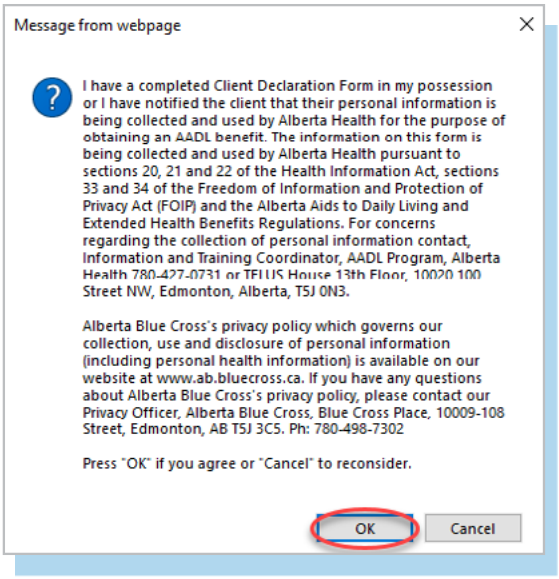


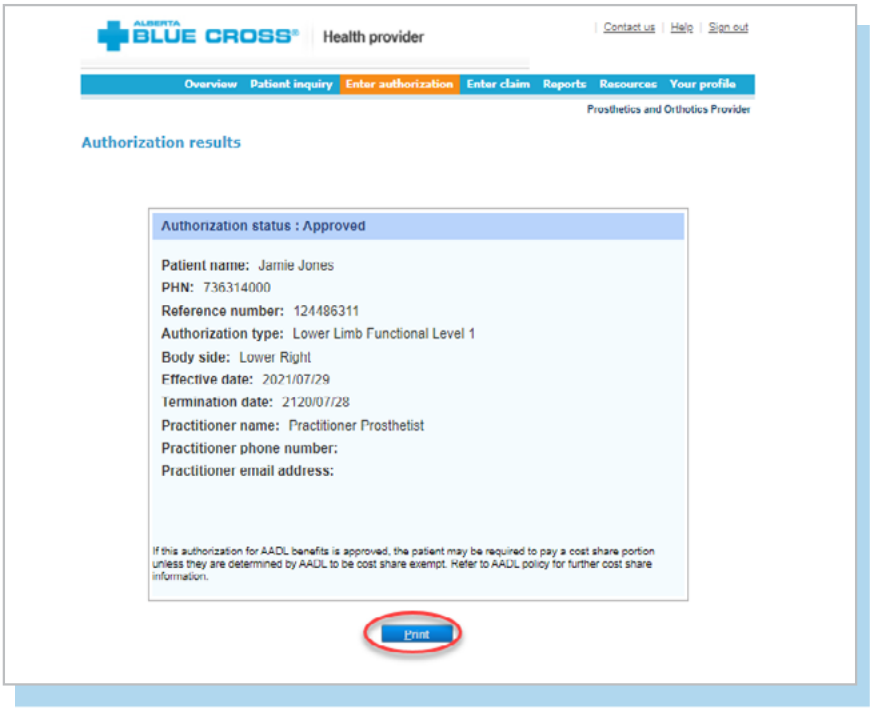
7. You will be asked to upload the documents you have selected. These can be added individually or in a single file, depending on your records. Click *"Choose File"* and select the file. For each file, you have the option to add additional comments. Click *"Upload"* and the file will be added to the summary table. You have the option to remove any files that were mistakenly uploaded. Once all files have been uploaded, click on *"Process authorization"* and confirm patient consent in the pop-up window. Click *"OK"* to proceed.



8. You will receive a confirmation from Alberta Blue Cross within seconds of your submission. This will indicate whether your authorization request has been approved, rejected or pended for further review.

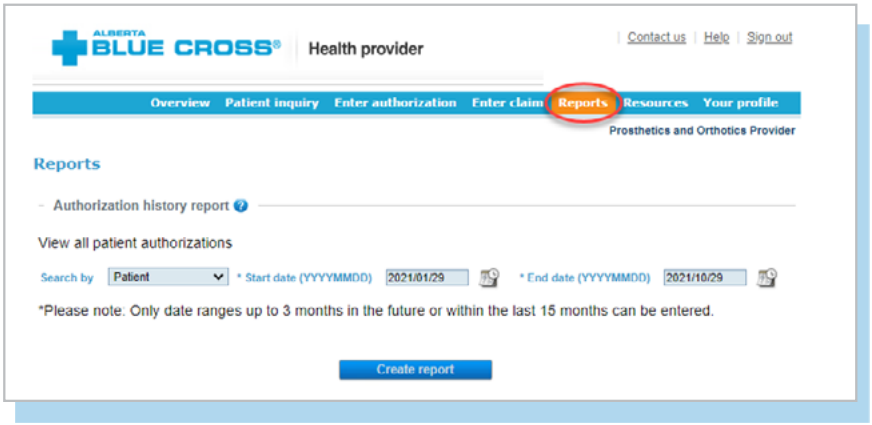
A printable copy of the authorization results is available by clicking *"Print"*.



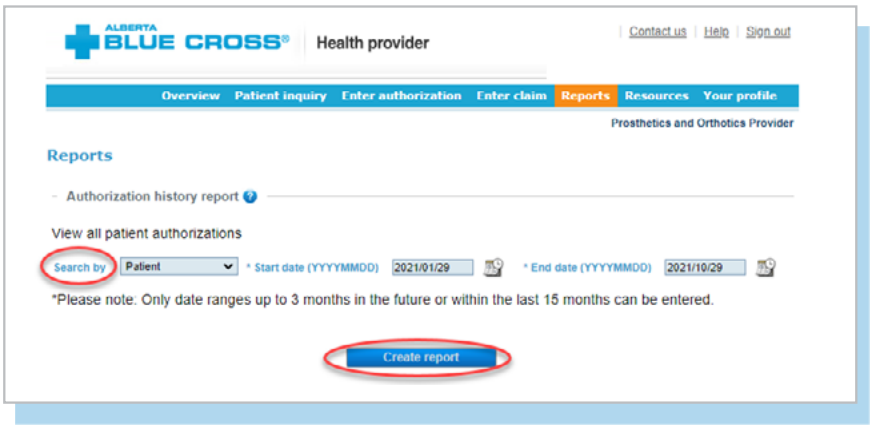


EASY STEPS TO ACCESS REPORTS

1. Navigate to the *"Reports"* menu option. This screen allows you to view all authorizations for a specific individual or those submitted through your account.



2. For an authorization history report by patient, select patient from the drop-down menu. Enter a start and end date for the authorization information you wish to display (up to a maximum of the last fifteen months and three months into the future), then click *"Create report"*.

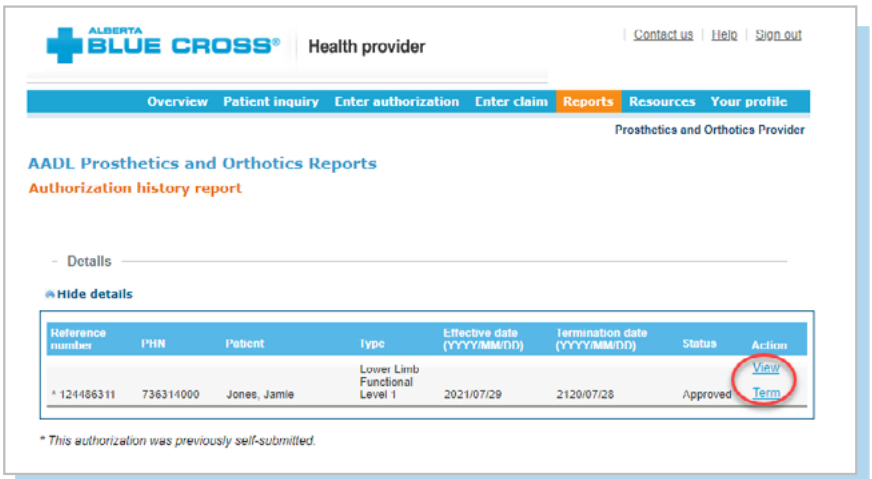


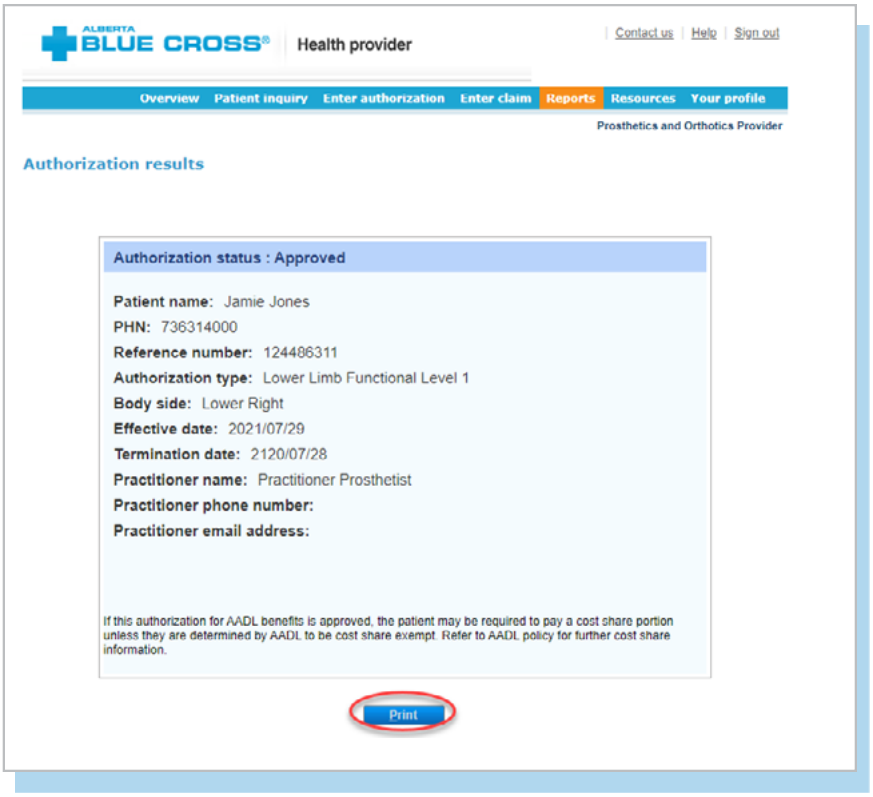
3. Once the report is created, enter the patient's personal health number and date of birth.

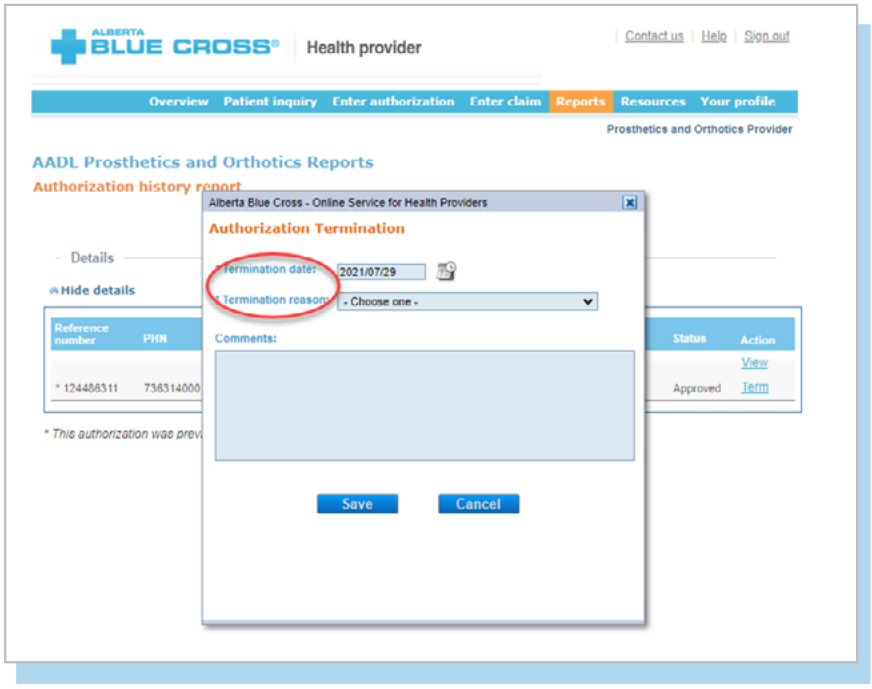
   a. All authorizations that are active or were submitted for the selected individual within the specified time are listed on a printer-friendly screen. Reference numbers, authorization types, effective and termination dates, as well as the status, are all available for your reference.

   b. To access a printable version of the authorization, click *"View"* in the summary table.

   c. To terminate an authorization, click *"Term"* in the summary table and, when prompted, provide a termination date and reason.




ALBERTA BLUE CROSS® Health provider
Contact us | Help | Sign out
Overview Patient inquiry Enter authorization Enter claim Reports Resources Your profile
Prosthetics and Orthotics Provider
Authorization results
Authorization status : Approved
Patient name: Jamie Jones
PHN: 736314000
Reference number: 124486311
Authorization type: Lower Limb Functional Level 1
Body side: Lower Right
Effective date: 2021/07/29
Termination date: 2120/07/28
Practitioner name: Practitioner Prosthetist
Practitioner phone number:
Practitioner email address:
If this authorization for AADL benefits is approved, the patient may be required to pay a cost share portion unless they are determined by AADL to be cost share exempt. Refer to AADL policy for further cost share information.
Print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Overview Patient inquiry Enter authorization Enter claim Reports Resources Your profile
Prosthetics and Orthotics Provider
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Authorization history report
Details
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Reference number
PHN
Status
Action
* 124486311
736314000
Approved
View
Term
* This authorization was prev
Alberta Blue Cross - Online Service for Health Providers
Authorization Termination
Termination date:
2021/07/29
Termination reason:
- Choose one -
Comments:
Save
Cancel

4. For an authorization history report by provider, select provider from the drop-down menu. Enter a start and end date for the authorization information you wish to display (up to a maximum of the last fifteen months and three months into the future), then click *"Create report"*.

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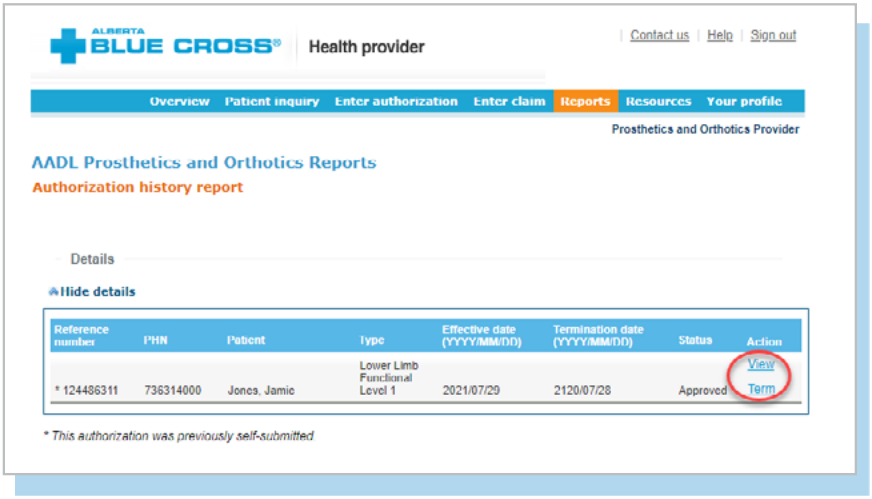

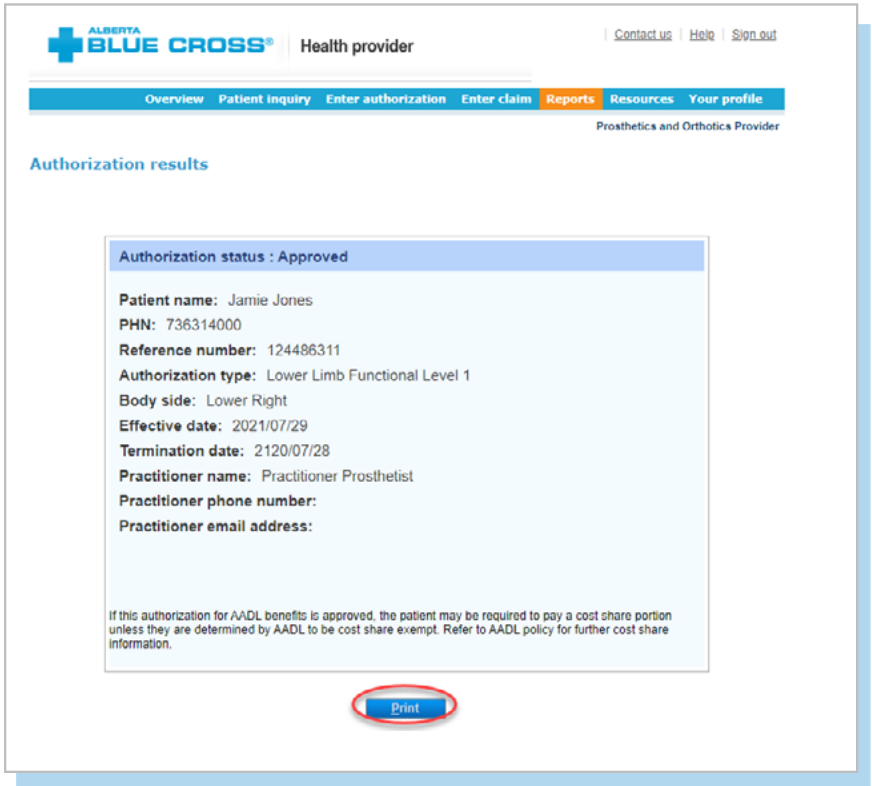

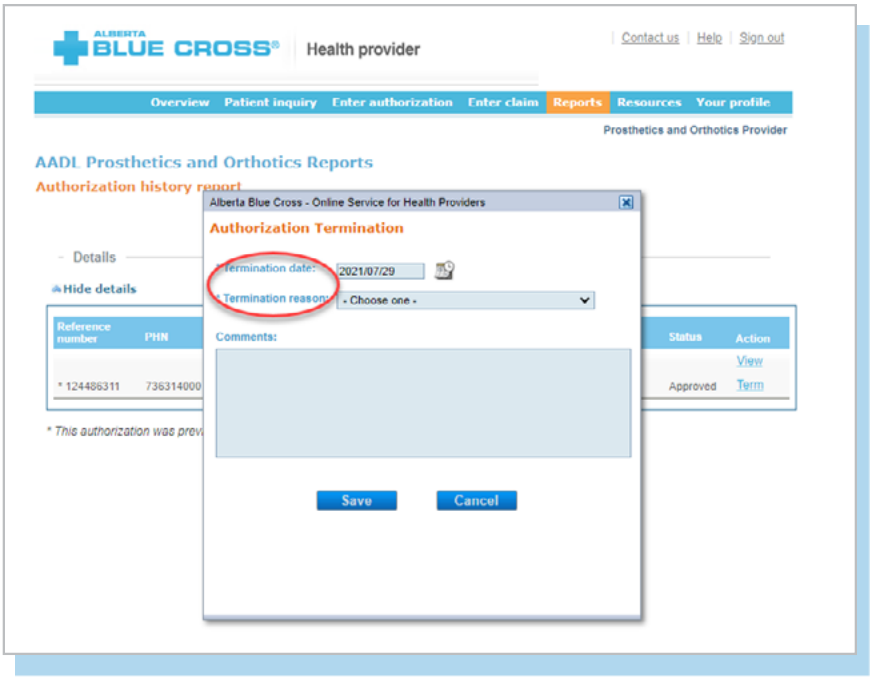
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Health provider
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Overview
Patient inquiry
Enter authorization
Enter claim
Reports
Resources
Your profile
Prosthetics and Orthotics Provider
AADL Prosthetics and Orthotics Reports
Authorization history report
Details
Hide details
Reference number
PHN
Status
Action
* 124486311
736314000
Approved
View
Term
* This authorization was prev
Alberta Blue Cross - Online Service for Health Providers
Authorization Termination
Termination date:
2021/07/29
Termination reason:
- Choose one -
Comments:
Save
Cancel

TECHNICAL INFORMATION

Using the Alberta Blue Cross AADL website, an Internet connection and your browser, you can submit authorizations online at your convenience. Most computer systems today have everything required to use this website successfully.

We're serious about privacy and security

The confidentiality of your records is very important—to you, and to us. You are responsible for your login ID and password. They are intended for your office's use only. We protect your information in various ways, including

- encrypting all information,
- securely delivering your login ID and password,
- denying access to website users after five consecutive, unsuccessful sign-in attempts,
- automatically signing site users out after 30 minutes of inactivity, and
- requiring written authorization before granting access to the Alberta Blue Cross AADL website.

CONTACT US

For more information about access to the Alberta Blue Cross AADL website, contact Alberta Blue Cross AADL team.

Phone

587-756-8629 (Edmonton and area)

1-888-828-8738 (toll free, all other areas)

Email

HealthServicesAADLInquiries@ab.bluecross.ca

The online claims submission system is available Monday to Sunday, 8 a.m. to 9:30 p.m. MT.

Our regular office hours are Monday to Friday, 8:30 a.m. to 5 p.m. MT.

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