

AADL PROSTHETICS AND ORTHOTICS

CLAIM USER GUIDE

Online claims
submission

AADL MEDICAL PROSTHETICS AND ORTHOTICS BENEFIT PROGRAM—CLAIM USER GUIDE

Alberta Blue Cross® is pleased to offer online claim 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. You are assured of a prompt response directly from Alberta Blue Cross.

When submitting claims online, this service will predetermine the patient's coverage and confirm.

- the amount Alberta Blue Cross will pay to your office, and
- the amount you will need to collect from the patient.



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 claims 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.

If you want payments to be deposited directly into your bank account please complete the Application for Direct Deposit Funds form. This form can faxed to

- **1-855-598-3583 (toll free) or**
- **780-498-3585 (Edmonton and area).**

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 claim 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.

Claiming online is quick, easy and secure!

Claiming online is quick, easy and secure. After validating a patient's identity and predetermining results, simply submit the claim for processing. Results are displayed within seconds of submission. The patient will be required to pay only the portion not covered under the AADL plan. 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".

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

Patient inquiry

Enter patient

Personal health number

Date of birth(YYYY-MM-DD)

Clear Search

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

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Overview Patient inquiry Enter authorization Enter claim Reports Resources Your profile

Prosthetics and Orthotics Provider

Patient inquiry

Patient information

Patient name Jamie Jones

Personal health number 738314000

Date of birth(YYYY-MM-DD) 1930-01-01

Age category Confirmed senior or spouse/adult dependent of confirmed senior

Residential address 10009 108 St NW
Edmonton, AB, T5J3C5
Canada

Mailing address

Phone number

Residency code Private (Home/Apartment)

Care of

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.

Status Active

AADL cost share status

Benefit year ending 2021-06-30 Cost share

Benefit year ending 2022-06-30 Cost share

Benefit year ending 2023-06-30

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

The screenshot shows the 'Patient inquiry' page for a health provider. At the top, there is a navigation bar with 'Overview', 'Patient inquiry' (highlighted), 'Enter authorization', 'Enter claim', 'Reports', 'Resources', and 'Your profile'. The page title is 'Patient inquiry' and the user role is 'Prosthetics and Orthotics Provider'. The 'Patient information' section includes fields for Patient name (Jamie Jones), Personal health number (738314000), Date of birth (1930-01-01), Age category (Confirmed senior or spouse/adult dependent of confirmed senior), Residential address (10009 108 St NW, Edmonton, AB, T5J3C5, Canada), Mailing address, Phone number, Residency code (Private (Home/Apartment)), and Care of. An 'Update address' button is present. The 'Status' section shows 'Status Active'. The 'AADL cost share status' section shows 'Benefit year ending 2021-05-30 Cost share', 'Benefit year ending 2022-05-30 Cost share', and 'Benefit year ending 2023-05-30'. The 'Product consumption' section, which is circled in red, contains three dropdown menus: 'Benefit type' (Please choose one), 'Product category' (Please choose one), and 'Product' (Please choose one). 'Clear' and 'Search' buttons are at the bottom.

EASY STEPS TO SUBMITTING AND PROCESSING A CLAIM

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

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Overview Patient inquiry Enter authorization **Enter claim** Reports Resources Your profile

Prosthetics and Orthotics Provider

Enter claim

- Enter patient

Personal health number

Date of birth(YYYY MM DD)

Clear **Search**

2. If you wish, you can add your invoice number.
3. Enter the claim details by selecting the appropriate benefit type, product category, product, date of service, quantity, total cost and body side (if applicable). Once you click "Add claim", you will see the product appear in the summary table. Repeat these steps for each product being considered.

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Overview Patient inquiry Enter authorization **Enter claim** Reports Resources Your profile

Prosthetics and Orthotics Provider

Enter claim

Enter details

Patient information

Name	Jamie Jones
Personal Health Number	736314000

- Invoice details

Invoice number

- Claim details

Benefit type

Service date (YYYY-MM-DD)

Product category

Quantity

Product

Total cost(\$)

Add claim

Cancel

- When you are satisfied with the details entered, click “Predetermine”.

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Overview Patient inquiry Enter authorization **Enter claim** Reports Resources Your profile

Prosthetics and Orthotics Provider

Enter claim

Enter details

Patient information

Name: Jamie Jones
Personal Health Number: 736314000

Invoice details

Invoice number:

Claim details

Benefit type: Service date (YYYY-MM-DD):

Product category: Quantity:

Product: Total cost(\$):

Service Date	Product	Body side	Quantity	Total cost(\$)
2021-07-29	Joint Covers	Lower Right	1.00	100.00
				\$100.00

- Predetermine is a simple inquiry into the patient’s AADL benefit plan to determine available coverage. You can click “Modify” to go back to step 3, “Cancel” to exit without saving or “Process claim” to submit the claim online to Alberta Blue Cross for immediate processing.

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Overview Patient inquiry Enter authorization **Enter claim** Reports Resources Your profile

Prosthetics and Orthotics Provider

Enter claim

Predetermine

Patient information

Name: Jamie Jones
Personal Health Number: 736314000

Summary

Predetermination results as of Jul 29, 2021 12:49:53 PM MDT Mountain Daylight Time.

Please note that eligibility of coverage may change based on the date of service, change in benefit, maximum being reached, coordination of benefits or coverage terminates.

Total amount submitted:	\$100.00
AADL will pay:	\$75.00
Patient will pay:	\$25.00

**This is not a receipt*. Your claim has not been submitted. Please click the [Modify](#), [Cancel](#), or [Process claim](#) button at the bottom of this page.*

Details

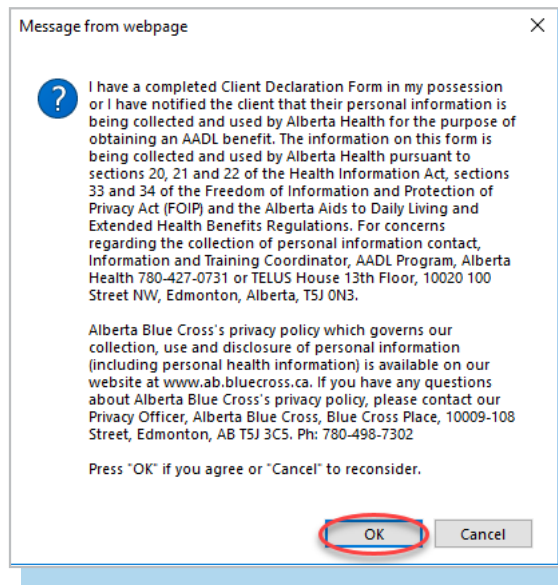
Patient: Jamie Jones
Service provider: Prosthetics and Orthotics Provider

Service date (YYYYMMDD)	Product	Claimed amount	AADL contribution	Patient cost share portion	Patient upgrade Explanation charge number
20210729	Joint Covers	100.00	75.00	25.00	0.00
Total		\$100.00	\$75.00	\$25.00	\$0.00

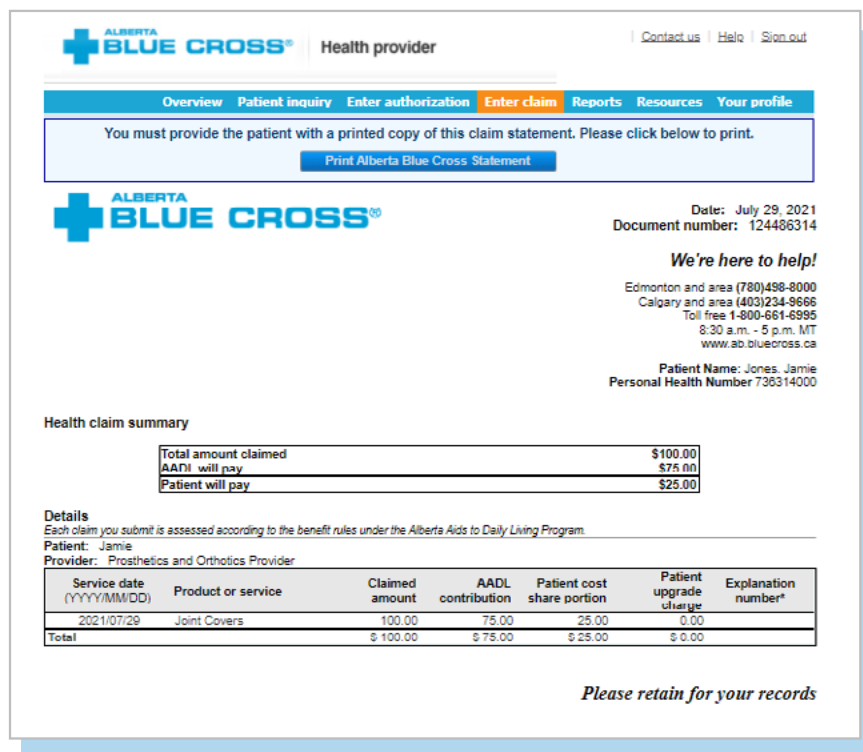
Explanations

[Click here to print](#)

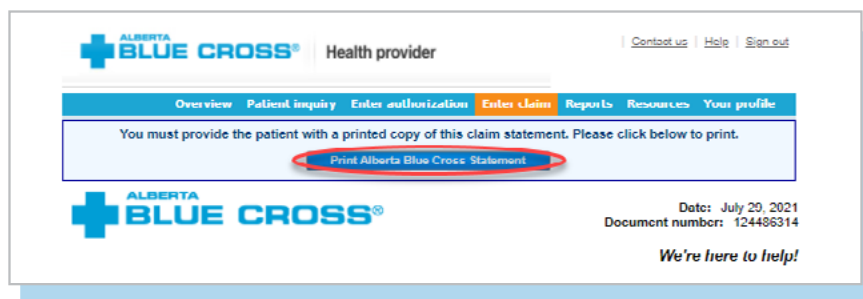
- Confirm patient consent in the pop-up window. Click "OK" to proceed.



- Once you process the claim, you will receive a confirmation from Alberta Blue Cross within seconds of your submission.



- A printable copy of the patient's Claim Statement displays. Click "Print". You must provide the patient with a printed copy of the claim statement.



EASY STEPS TO ACCESS REPORTS

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

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Overview Patient Inquiry Enter authorization Enter claim **Reports** Resources Your profile

Prosthetics and Orthotics Provider

Reports

- Authorization history report ⓘ

View all patient authorizations

Search by Patient * Start date (YYYYMMDD) 2021/01/29 * End date (YYYYMMDD) 2021/10/29

*Please note: Only date ranges up to 3 months in the future or within the last 15 months can be entered.

Create report

- Outstanding payment report ⓘ

View all claims remaining to be paid as of July 29, 2021

Create report

- Payment history report ⓘ

To access your provider summary and claim statement, select the EFT payment date from the below drop-down menu.

Payment Date - Choose one -

In order to access provider statements online, please register for direct deposit. To register, visit our website at <https://www.ab.bluecross.ca/pdfs/82928.pdf>

Create summary Export summary

To access payment history, please select a start and end date.

Start date (YYYYMMDD) 2021/01/29 End date (YYYYMMDD) 2021/07/29

*Please note: Only date ranges within the previous 6 months can be entered.

Create report Export report

- Patient claim statements ⓘ

Find a patient and reproduce a Claim statement

*Please note: Only claim statements obtained by the patient within the last year will appear.

Create claim statement

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”.

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Overview Patient Inquiry Enter authorization Enter claim **Reports** Resources Your profile

Prosthetics and Orthotics Provider

Reports

- Authorization history report ⓘ

View all patient authorizations

Search by Patient * Start date (YYYYMMDD) 2021/01/29 * End date (YYYYMMDD) 2021/10/29

*Please note: Only date ranges up to 3 months in the future or within the last 15 months can be entered.

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.

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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	Patient	Type	Effective date (YYYY/MM/DD)	Termination date (YYYY/MM/DD)	Status	Action
* 124486311	736314000	Jones, Jamie	Lower Limb Functional Level 1	2021/07/29	2120/07/28	Approved	View Term

* This authorization was previously self-submitted.

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Overview Patient inquiry Enter authorization Enter claim **Reports** Resources Your profile

Prosthetics and Orthotics Provider

Authorization results

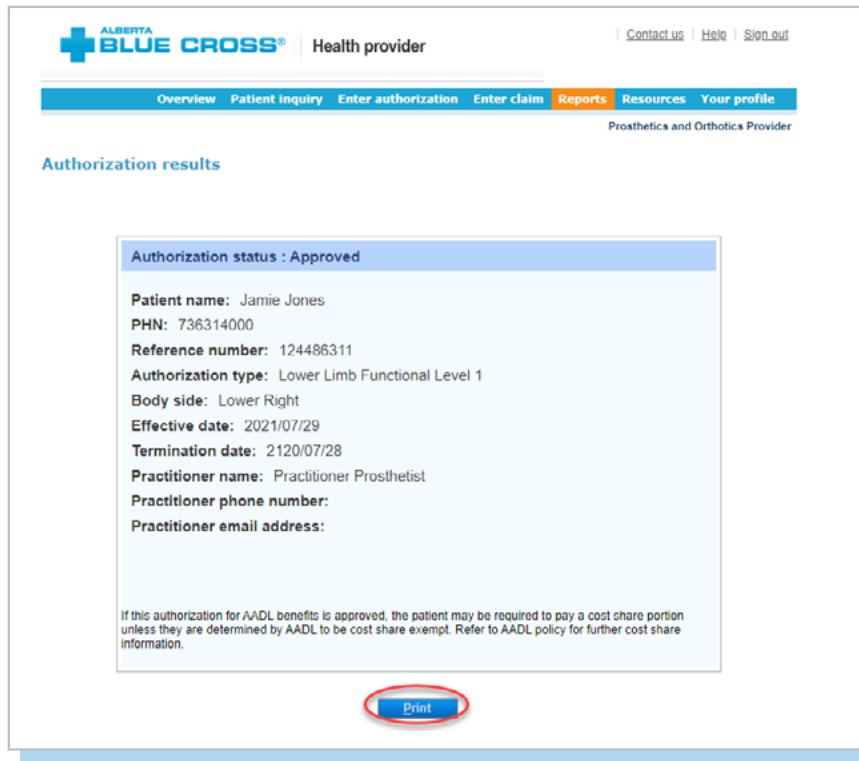
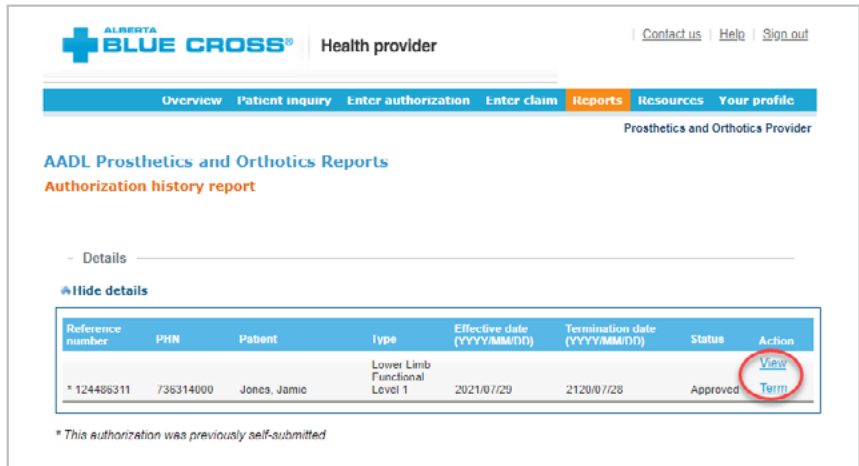
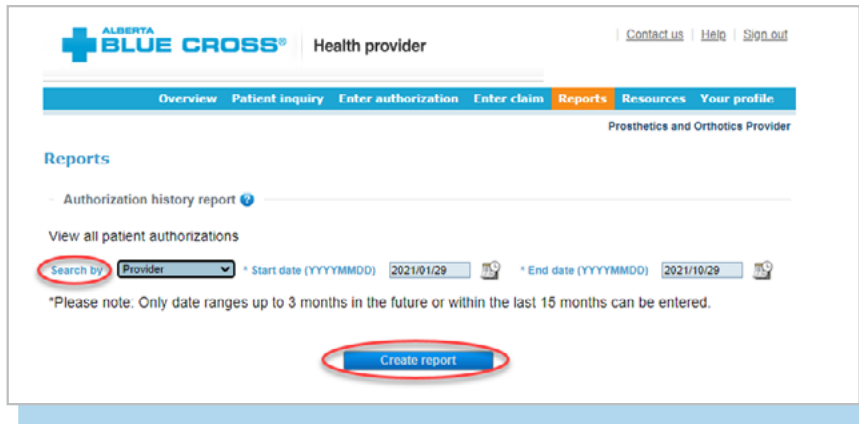
Authorization status : Approved

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](#)

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”.
 - a. All authorizations that are active or were submitted through your account 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.



5. Alberta Blue Cross will make payments to your office once daily. The Outstanding Payment Report lists all transactions that are remaining to be paid and allows you to cancel a claim.

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Overview Patient inquiry Enter authorization Enter claim **Reports** Resources Your profile

Prosthetics and Orthotics Provider

Reports

- Authorization history report

View all patient authorizations

Search by Patient * Start date (YYYYMMDD) 2021/01/29 * End date (YYYYMMDD) 2021/10/29

*Please note: Only date ranges up to 3 months in the future or within the last 15 months can be entered.

Create report

- Outstanding payment report

View all claims remaining to be paid as of July 29, 2021

Create report

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

AADL Prosthetics and Orthotics Reports

Outstanding payment report

Provider of service: AADL Prosthetics and Orthotics Need help cancelling a claim?

Details

Hide details

Service date YYYYMMDD	Patient name	Product or service	Amount claimed(\$)	AADL contribution(\$)	Document number	Action
2021/07/29	Jones, Jamie	Joint Covers	100.00	75.00	124486314	View Cancel
2021/07/20	Jones, Jamie	Orthotic Modification & Repairs - Orthotic Modif/Repair	100.00	0.00	124486293	View
Total			\$200.00	\$75.00		

[Click here to print](#)

- To cancel a claim, click the “Cancel” hyperlink. If the hyperlink is inactive, either the payment run is in progress or the document has exceeded the cancellation timeframe and the claim cannot be cancelled online.

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Overview Patient inquiry Enter authorization Enter claim **Reports** Resources Your profile

AADL Prosthetics and Orthotics Reports
Prosthetics and Orthotics Provider

Outstanding payment report

Provider of service: AADL Prosthetics and Orthotics | Need help cancelling a claim?

Hide details

Service date YYYYMMDD	Patient name	Product or service	Amount claimed(\$)	AADL contribution(\$)	Document number	Action
2021/07/29	Jones, Jamie	Joint Covers	100.00	75.00	124486314	View Cancel
2021/07/20	Jones, Jamie	Orthotic Modification & Repairs - Orthotic Modif/Repair	100.00	0.00	124486293	View
Total			\$200.00	\$75.00		

Click here to print

- If you choose to cancel a claim, you will be asked for the reason. A drop-down menu lists the common reasons. If you select other, please provide the reason. When cancelling a claim, all claims associated with the document number must be cancelled.

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Cancellation Review
Please review claims listed below. Enter a cancellation reason and press the Ok button to submit for cancellation. If you no longer wish to cancel the claims listed below, press the Back button.

Details

Need help cancelling a claim?

Service date YYYYMMDD	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number
2021/07/29	Jones, Jamie	Joint Covers	100.00	75.00	124486314

Cancellation reason:

Additional services provided
Claim entered in error
Other

Cancel Ok

- Once the transactions have been paid, they will be removed from the Outstanding Payment Report and will appear on the Payment History Report. You can view payment history for the last six months.

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Overview Patient inquiry Enter authorization Enter claim **Reports** Resources Your profile

PROSTHETICS AND ORTHOTICS PROVIDER

Reports

- Authorization history report
- View all patient authorizations
- Search by: Patient Start date (YYYYMMDD): 2021/01/29 End date (YYYYMMDD): 2021/10/29
- *Please note: Only date ranges up to 3 months in the future or within the last 15 months can be entered.
- Create report
- Outstanding payment report
- View all claims remaining to be paid as of July 29, 2021
- Create report
- Payment history report**
- To access your provider summary and claim statement, select the EFT payment date from the below drop-down menu.
- Payment Date: Choose one
- In order to access provider statements online, please register for direct deposit. To register, visit our website at <https://www.ab.bluecross.ca/pdfs/82928.pdf>
- Create summary Export summary
- To access payment history, please select a start and end date.
- Start date (YYYYMMDD): 2021/01/29 End date (YYYYMMDD): 2021/07/29
- *Please note: Only date ranges within the previous 6 months can be entered.
- Create report Export report

- To view a printable version of a summary of a particular payment, select the payment date and click "Create summary". Alternatively, you can enter a start and end date to see a printable report of all payments within the specified dates.

Payment history report

To access your provider summary and claim statement, select the EFT payment date from the below drop-down menu.

Payment Date: Choose one

In order to access provider statements online, please register for direct deposit. To register, visit our website at <https://www.ab.bluecross.ca/pdfs/82928.pdf>

Create summary Export summary

To access payment history, please select a start and end date.

Start date (YYYYMMDD): 2021/01/29 End date (YYYYMMDD): 2021/07/29

*Please note: Only date ranges within the previous 6 months can be entered.

Create report Export report

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Prosthetics and Orthotics Provider


1800 468 34
Edmonton, AB, T6C 2G5

Provider of service: AAD, Prosthetics and Orthotics

Payment History Report
for January 23, 2021 - July 25, 2021

Service date (YYYY-MM-DD)	Patient PIN - Patient	Product or service	Quantity	Amount claimed(\$)	AAD contribution(\$)	Patient cost share portion(\$)	Patient copay/charge(\$)	Document number	Invoice number	Authorization reference number
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- To print a copy of the patient’s claim statement, enter the patient’s personal health number and birth date. Then click “Search”. A listing of statements for the specified patient appears. Click the “Document number” hyperlink for a printable summary of the claim.

- Patient claim statements 

Find a patient and reproduce a Claim statement

*Please note: Only claim statements obtained by the patient within the last year will appear.

[Create claim statement](#)

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Overview Patient inquiry Enter authorization Enter claim **Reports** Resources Your profile

Patient Claim Statements

***Please Note: Only claim statements obtained by the patient within the last year will appear.**

Patient information

Name: Jones, Jamie

Personal Health Number: 736314000

Provider of service: AADL Prosthetics and Orthotics

Service date	Service	Claimed amount(\$)	AADL contribution(\$)	Document number	Status
2021/07/29	Joint Covers	100.00	75.00	124488314	Outstanding
2021/07/20	Orthotic Modification & Repairs - Orthotic Modif/Repair	100.00	0.00	124488293	Outstanding

To generate a claim statement, select the applicable Document number. Please note that a statement may include multiple service dates.

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Overview Patient inquiry Enter authorization Enter claim **Reports** Resources Your profile

Choose another Claim Statement for this individual. You must provide the patient with a printed copy of this claim statement. Please click below to print.

[Back](#) [Print Alberta Blue Cross Statement](#)

ALBERTA BLUE CROSS Date: July 29, 2021
Document number: 124486314

Patient Name: Jones, Jamie
Personal Health Number 736314000

Health claim summary

Total amount claimed	\$100.00
AADL will pay	\$75.00
Patient will pay	\$25.00

Details
Each claim you submit is assessed according to the benefit rules under the Alberta Aids to Daily Living Program.

Patient: Jamie
Provider: Prosthetics and Orthotics Provider

Service date (YYYY/MM/DD)	Product or service	Claimed amount	AADL contribution	Patient cost share portion	Patient upgrade charge	Explanation number*
2021/07/29	Joint Covers	100.00	75.00	25.00	0.00	
Total		\$100.00	\$75.00	\$25.00	\$0.00	

Please retain for your records

TECHNICAL INFORMATION

Using the Alberta Blue Cross AADL website, an Internet connection and your browser, you can submit claims 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.



provider.ab.bluecross.ca/health

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