

Q&As – common questions from providers

Transition of the AADL hearing and communications benefits to Alberta Blue Cross®

November 2020

Can multiple users be signed into the system at the same time?

Yes; multiple users can be active in the system at the same time. For example, two or more physicians at the same clinic can use the system on their own computers simultaneously.

Is it possible for an authorizer to register for the site without providing payment information?

Yes; payment information is not required. The website form is the only component required to be completed if you will not be submitting claims; we provision the authorizer based on the information provided in this form.

Can providers separate payment claims according to location when all claims are paid into the same account?

Yes; to separate claims according to location, providers must simply ensure that each location has its own separate login ID. If all locations use a shared login ID, there is no way to separate the records.

Is a client's current AADL status available on the Alberta Blue Cross system?

Yes; the client's current AADL status will be listed, indicating if they are eligible for AADL or if the coverage has ended.

Is a client's AADL cost share status available on the Alberta Blue Cross system?

Yes; the client's AADL cost share status will be listed for the previous, current and future benefit years. For full information on cost share, please refer to the cost share section in the applicable AADL policy manual.

We are pleased to offer an enhancement by providing up-to-date cost share amounts in our pre-determination process. This will allow providers to collect specific amounts remaining on the patient's cost share, eliminating the requirement for refund cheques for overcollection.

It will be the provider's responsibility to ensure that they are collecting the correct cost share amount from the client.

Is a client's AADL product consumption history available on the Alberta Blue Cross system?

Yes; the client's product consumption can be viewed by selecting the benefit type, product category and product.

What happens when a client is marked as deceased before AADL updates the system?

The eligibility file from Alberta Health is sent to Alberta Blue Cross several times per week and is updated overnight. All authorizations for a deceased individual are termed based on the information found in this file.

Is the system able to catch duplicate claims?

Yes; Alberta Blue Cross uses systems to capture duplicate claims and authorizations. It does so by comparing submitted claim dates to existing claim dates in the system.

Will providers' current authorizations be automatically uploaded into the current Alberta Blue Cross system?

Yes; providers' current authorizations will be automatically uploaded into our system.

Can an authorization be suspended prior to the termination date?

Outside of the EFAP offering, groups can request for Crisis Management Services and wellness and prevention services. Yes, but only in certain cases. An active and approved authorization can only be suspended prior to the termination date if, during an audit, we discovered that incorrect information had been supplied in the authorization request or a patient had passed away.

What are the expected turnaround times for authorization reviews?

Authorizations have been automated to provide real time results whenever possible. If an authorization requires manual review, there is no set turnaround time as it will be determined by the AADL. Although we cannot provide a specific timeframe, Alberta Blue Cross is committed to reducing delays by streamlining the processes.

Have there been any changes to the policy?

The clinical criteria will not be changing. If an individual was eligible under the program prior to the switch, they would continue to be eligible post-implementation. That said, there will be some updates to the naming conventions and communication pathways.

Will the audiology and communication forms be changing?

Certain forms will be changing to streamline the process. For the most part, changes will be made to support different communication pathways and remove duplicate information between the online submission and the forms.

Can providers access recycle inventory products?

Yes; recycled inventory is available on the Alberta Blue Cross system. Providers can view, update, add and remove products from this pool.

What happens when a client switches to a new provider without notifying their old provider?

If a client switches to a new provider without notifying their previous provider, it may cause some confusion. Provider switches will require the collaboration of the patient, the old provider and the new provider to ensure that patient care is not affected.

