



Breast prosthesis benefits

Alberta Aids to Daily Living
Program Manual Section D



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Policy D – 01

Breast Prosthesis Benefits Background

Policy Statement

Alberta Aids to Daily Living (AADL) provides funding for full breast prosthesis, partial breast prosthesis and a fitter fee for eligible clients.

Seniors aged 65 or older are not required to cost-share on breast prostheses.

AADL uses a benchmark model to fund breast prosthesis benefits. AADL provides a generic description of a benchmark benefit and sets the benchmark price as the maximum price AADL will fund for any product that fits the generic description.

Specialty suppliers must provide at least one item at or below the benchmark price.

Products and pricing in Alberta Aids to Daily Living Approved Product List D – Breast Prostheses are reviewed annually and are subject to change by AADL at any time.

Breast prosthesis benefit authorizations are processed through the Alberta Blue Cross online health portal. AADL-approved manufacturers are listed in Alberta Aids to Daily Living Approved Product List D – Breast Prostheses. Manufacturers may apply to become an AADL-approved manufacturer at any time.

Policy D – 02

Eligibility Criteria

Policy Statement

Clients must meet general eligibility requirements found in AADL Program Manual Section GN – General Policies and Procedures on-line at: <https://open.alberta.ca/publications/aadl-program-manual-gn>.

To be eligible for AADL breast prosthesis benefits, clients must have had the surgical removal of breast tissue or structural deformities due to the uni/bilateral absence of breast development.

The authorization for breast prosthesis does not expire. However, clients must be assessed every three years in order to qualify for the replacement of this benefit.

The AADL program does not provide benefits to clients:

- in acute care facilities (general hospitals)
- in mental health hospitals
- for provisional intervention (i.e., a client waiting for reconstructive surgery)
- for clients who choose elective breast reduction surgery and who have previously received funding for a prosthetic following surgical removal of breast tissue
- for pre- or post-operative use
- for cosmetic or recreational purposes, including swimwear prosthesis
- for breast enhancements
- for psychological purposes

Procedure

Clients:

- Access the AADL website for a list of approved specialty suppliers.
- Visit a specialty supplier for a fitting.
- Pay cost-share contribution and upgrade costs, if applicable.
- Sign the Breast Prosthesis Fitting/Declaration form and Client Consent form to indicate agreement and acceptance of the product provided.

Specialty Assessor/Suppliers:

- Determine client eligibility.
- Have client sign Client Consent form.
- Prior to entering authorization, confirm client eligibility by referring to the patient inquiry screen, client consumption history on the Alberta Blue Cross online health portal.
 - Specialty assessors and suppliers must ensure that the client does not have an active authorization prior to starting a new authorization. Check the Authorization History report on the online health portal for any active authorizations.
 - If a client changes from a single to bilateral prosthesis, the assessor will need to terminate the first authorization if it is active and create a new authorization and enter the information for a bilateral prosthesis.
- Ensure that the Breast Prosthesis Fitting/Declaration form is filled out to completion. Vendors must keep this form on the client's file.
- Only provide the breast prosthesis to the client once the client signs the declaration portion of the Breast Prosthesis Fitting/Declaration form accepting the product.
- Record on the client's file and on the specialty supplier's fitters form if the client is unilateral or bilateral.

- Enter the claim on the online health portal on the day the benefit is provided to the client (service date) in order to keep the client's cost-share status updated in the Alberta Blue Cross system.

Policy D – 03

Quantity and Frequency Limits

Policy Statement

The quantity and frequency for each breast prosthesis is one every three years. The prosthesis replaced only when required based on a clinical assessment. It is not replaced automatically every three years.

AADL may consider early replacement when there is a change in the client's clinical condition (for example, significant weight gain or loss, but not including elective breast reduction surgery).

Specialty assessors and suppliers must submit a quantity and frequency review request on the Alberta Blue Cross online health portal for benefit requests over the frequency limit.

Procedure

Specialty Assessors/Suppliers:

- Advise client of quantity and frequency limits.
- Assess client's clinical needs and provide clear documentation of the client's:
 - Change in clinical condition – for example, the specialty supplier must provide the amount of weight change and confirm the client's weight has been stable for at least six months. Weight stabilization must be indicated in the quantity and frequency review request.
 - The size of the existing prosthesis and the new size required.
 - Complete a quantity and frequency review request on the online health portal if the clinical rationale supports the request.
- The following documents must be uploaded:
 - Quantity and Frequency Review Request form.
 - Other supporting documentation.
 - Client Consent form.
- Do not complete a quantity and frequency review request if there is no clinical evidence to support the request. Advise the client that they are responsible for the cost of any prosthesis that they may choose to order.

Alberta Blue Cross:

- Receives and log quantity and frequency review requests.
- Forwards quantity and frequency review requests to AADL for adjudication.
- Updates the status of the quantity and frequency review request on the online health portal, which can then be viewed on the provider portal.
- Notification of the decision will be sent to the client and authorizer.

AADL:

- Receives the quantity and frequency review request and supporting documentation from Alberta Blue Cross.
- Adjudicates and provides decision to Alberta Blue Cross.

Policy D – 04

Specialty Assessor Roles and Responsibilities

Policy Statement

Specialty assessors for breast prosthesis benefits assess clients who have had a surgical removal of breast tissue or structural deformities as a result of uni/bilateral absence of breast development. They must be a certified fitter of breast prosthesis. A certified fitter is a person who holds a current certification in at least two different manufacturer breast prosthesis fitter courses. Each fitter course must be completed every three years.

Specialty Assessor Responsibilities

Specialty assessors are responsible for providing benefits according to AADL policies and procedures. General roles and responsibilities include:

- determining client meets AADL's eligibility criteria and specific benefit eligibility
- confirming client's cost-share status and explaining cost-share status to client
- recommending the most appropriate benefit that will meet the client's needs and documenting the client's fitting and type of prostheses that was provided on the AADL Breast Prosthesis Fitting/Declaration form
- ensuring that the client is educated on the manufacturer warranty and the proper wear and care of the prosthesis that is required
- explaining the quantity and frequency limit related to the benefit to the client
- ensuring the client signs the Client Consent form
- confirming the client's agreement with, and receipt of, the product
- completing follow-up assessments as needed to ensure the benefits serve the purpose for which they were provided

Procedure

Specialty Assessors:

- Complete and submit a Specialty Assessor Application form, including any additional supporting documentation that is required.
- Once approved as a specialty assessor, register on the Alberta Blue Cross online health portal.
- Ensure fitter courses are current and up to date.
- Advise Alberta Blue Cross of any updates to name, location or work status.

AADL:

- Reviews and approves or denies specialty assessor applications.
- Provides a specialty assessor number to approved applicants, advises Alberta Blue Cross the assessor is approved and assigns appropriate product ranges.
- Monitors specialty assessor compliance with AADL policy and procedures.

Policy D – 05

Specialty Supplier Roles and Responsibilities

Policy Statement

AADL only provides funding to eligible clients who are assessed and provided breast prosthesis from an approved specialty supplier.

Specialty suppliers must be approved by applying through the AADL vendor application process and hold agreements with AADL and Alberta Blue Cross.

Specialty suppliers must employ a certified fitter as defined in Policy D – 04 Specialty Assessor Roles and Responsibilities.

Specialty suppliers are accountable for all specialty assessors it employs and responsible for ensuring the specialty assessors follow AADL policies and procedures.

Specialty suppliers must:

- Ensure they have an accredited fitter on staff for breast prosthesis to conduct the assessment and fitting. A certified fitter is a person who holds a current certification in at least two different manufacturer breast prosthesis fitter courses.
- Employ at least one full-time staff member who has completed manufacturer training for each line of products provided to AADL clients.
- Ensure that manufacturer product training is completed every three years.
- Offer a choice of products at or below AADL's benchmark price.
- Maintain adequate inventory for assessment purposes. The supplier must carry at least two complete different manufacturer product lines of prostheses and carry a variety of accessories (ie. Brassieres) to ensure proper fitting of the client's breast prosthesis.
- Ensure high quality of the stock within the shelf life of the product.
- Maintain premises in accordance with AADL agreement including ensuring the fitting room is private and wheelchair accessible.
- Work with the client to resolve client concerns with the product or fitting process.

Specialty suppliers may not solicit business by sending clients reminders that their prosthesis can be replaced. Replacements are not automatic every three years.

Procedure

Specialty Suppliers:

- Ensure documentation regarding fitter's manufacturer training is submitted to AADL and also keep a copy of training on file.
 - Documentation must be provided in writing by the manufacturer which includes date completed, range of products covered and employee name(s).
- Prior to submitting claims, confirm eligibility for the benefit by checking client consumption history on the Alberta Blue Cross online health portal.
- Collect cost-share and any upgrade costs from the client.
- Submit claim on the Alberta Blue Cross online health portal on the day the product is provided. The claim must be for the shelf price, sale price or AADL's maximum price, whichever is lower.
- Promptly resolve all errors relating to the assessment of a client's benefits and/or specialty supplier errors at no cost to the client or AADL.

Policy D – 06

Approved Manufacturers

Policy Statement

Manufacturers are expected to provide support and training for their products on at least an annual basis.

Approved Manufacturers

- American Breast Care
- Amoena
- Anita
- Tru-Life

Policy D – 07

Patient Claim Statement

Policy Statement

Breast prosthesis providers must provide every client with a patient claim statement for each benefit invoiced to the AADL program. The statement can be printed from the Alberta Blue Cross online health portal, and must include general information such as statement details, Alberta Blue Cross contact information and client data.

The patient claim statement is comprised of three sections: statement information, claim summary and claim details.

The claim summary displays the overall breakdown of how much each client is responsible for against the total claimed amount for all claims submitted:

- Total amount claimed – The sum of claimed amounts for all claims submitted.
- AADL will pay – The total amount that AADL will cover for all claims submitted.
- Client will pay – The total amount the client is responsible to pay for all claims submitted. This amount is the sum of any cost-share amount the client owes and upgrade charges that are not covered by AADL.

Clients must be provided with a copy of their patient claim statement.

Procedure

Specialty Suppliers:

- Provide clients with a patient claim statement for AADL benefits. The patient claim statement must be printed from the Alberta Blue Cross online health portal.
- For cost-share clients, identify the AADL contribution and the client's cost-share contribution for each benefit.
- For cost-share exempt clients, identify AADL's contribution for each benefit.
- Retain a copy of the patient claim statement on the client's file.

Alberta Blue Cross:

- Provide vendors with a patient claim statement through the online health portal as required.