



Mattress overlays, transfer aids and accessories benefits

Alberta Aids to Daily Living
Program Manual Section E

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Policy E – 01

Mattress Overlays, Transfer Aids and Accessories Benefits Description

Policy Statement

AADL provides funding for mattress overlays, transfer aids and accessories for AADL clients with chronic, long-term difficulties in mobility to enhance their independence and ability to participate in daily activities, increase safety during these activities and prevent the need for a higher level of care.

Best practice supports the use of transfer aids to increase safety outcomes and pressure redistribution surfaces to improve skin breakdown outcomes.

AADL mattress overlay benefits include alternating air and foam cells for clinically-assessed needs. AADL transfer aids and accessories benefits include transfer boards, transfer bed rails and transfer poles.

AADL uses a benchmark model to fund mattress overlays, transfer aids and accessories benefits found in Alberta Aids to Daily Living Approved Product List E – Mattress Overlays, Transfer Aids and Accessories. See Policy E – 10 Definitions for a definition of benchmark model.

Products and pricing on the approved product list are reviewed annually and are subject to change by AADL at any time during the year.

Mattress overlays, transfer aids and accessories authorizations and claims are processed through the Alberta Blue Cross online health portal.

AADL-approved manufacturers of these products are listed in Alberta Aids to Daily Living Approved Product List E – Mattress Overlays, Transfer Aids and Accessories. Manufacturers may apply to become an AADL-approved manufacturer at any time.

Mattress overlays, transfer aids and accessories benefits are considered owned by the AADL client once the funding is released to the client's vendor.

A client may enter a rental agreement with an AADL vendor for temporary or short-term use of this type of equipment. AADL does not reimburse clients for rental charges associated with temporary, short-term needs.

Policy E – 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>

A client's eligibility for mattress overlays, transfer aids and accessories benefits must be determined by an AADL authorizer prior to authorization.

AADL provides funding for mattress overlays for clients who meet all the following criteria:

- client has chronic, long-term skin integrity issues requiring pressure redistribution while in bed and is at high risk for skin breakdown
- client's weight falls within the weight limits of the device, and
- the client has no other AADL benefit for pressure redistribution for use in bed

AADL provides funding for transfer aids and accessories for clients who meet the following criteria:

- the client has a chronic, long-term mobility related impairment resulting in the inability to safely transfer from one position to another, and
- the client's weight falls within the weight limits of the device

AADL does not provide funding for mattress overlays, transfer aids and accessories for:

- short-term interventions or use such as pre- or post-operative transfer needs
- use in acute or sub-acute care facilities; the equipment may be ordered as part of a discharge plan when client is returning to the community
- clients who are non-compliant
- options chosen for personal preference or not clinically indicated
- clients in congregate living sites under supportive living (Level 3 and 4) or long-term care

AADL provides a limited number of mattress overlays, transfer aids and accessories benefits per eligible client based on current best practice and expected use. See Alberta Aids to Daily Living Approved Product List E – Mattress Overlays, Transfer Aids and Accessories for specific limits.

Procedure

Authorizers:

- Confirm clients meet AADL eligibility requirements. Consider clients' previous benefit consumption:
 - Refer to Alberta Aids to Daily Living Approved Product List E – Mattress Overlays, Transfer Aids and Accessories for quantity limits at: <https://open.alberta.ca/publications/aadl-program-manual-e>
 - Refer to the Patient Inquiry screen on the Alberta Blue Cross online health portal and check product consumption.
 - Submit authorization on the online health portal with any relevant documentation, including the Client Consent form.
 - Refer to Policy E – 07 Quantity and Frequency Limits for details on managing clients who are over quantity/frequency limit.
- Inform clients of their eligibility status.

Clients:

- Confirm eligibility with authorizer.
- Sign Client Consent form.

Vendors:

- Confirm client is not over quantity – check previous benefit consumption:
 - Refer to Alberta Aids to Daily Living Approved Product List E – Mattress Overlays, Transfer Aids and Accessories to determine quantity limits for each device at: <https://open.alberta.ca/publications/aadl-program-manual-e>
 - Refer to the Patient Inquiry screen on the Alberta Blue Cross online health portal. Review client's benefit consumption history and confirm they are eligible for the benefit.
 - Refer to Policy E – 07 Quantity and Frequency Limits for clients who are over quantity/frequency limit.

Alberta Blue Cross:

- Responds to telephone or email requests for information on mattress overlays, transfer aids and accessories benefits eligibility and provides reference to the AADL website for further information in the policy and procedures at: <https://open.alberta.ca/publications/aadl-program-manual-e>
- Adjudicates authorizations submitted through the online health portal.

Policy E – 03

Authorizer Qualifications

Policy Statement

AADL accepts applications from occupational therapists, physiotherapists and registered nurses who meet the general eligibility criteria set out in Policy GN – 03 Application to be an Authorizer in AADL Program Manual Section GN – General Policies and Procedures at: <https://open.alberta.ca/publications/aadl-program-manual-gn>.

Mattress Overlays, Transfer Aids and Accessories Benefits are considered a primary product range for occupational therapists, physiotherapists and registered nurses as set out in Policy GN – 03. See Policy GN - 03 for further explanation on primary and secondary product ranges.

Authorizers and assessors must be competent in assessments and related interventions for impaired ambulation and wound care. Knowledge on the purpose of the various options for pressure redistribution and transfers is necessary.

Procedure

AADL Authorizer Applicants:

- Confirm eligibility.
- Complete the Authorizer Application form at: <https://formsmgmt.gov.ab.ca/Public/AADL2218.xdp>.
- Complete the requisite authorizer training.
- After being approved as an authorizer by AADL, register with Alberta Blue Cross as a provider.

AADL:

- Provides authorizer online pre-requisite training module.
- Provides training for primary product ranges.
- Advises Alberta Blue Cross when the authorizer has completed all training requirements so they can be registered on the Alberta Blue Cross online health portal as a provider.
- Monitors authorizer activities and determine compliance with policies and procedures.

Alberta Blue Cross:

- Registers authorizers on the online health portal as providers.

Policy E – 04

Authorization Process

Policy Statement

Mattress overlays, transfer aids and accessories benefit authorizations include the assessment, equipment trial and the submission of a valid authorization on the Alberta Blue Cross online health portal.

Authorizers must adhere to the general policies and procedures for authorizing AADL benefits and follow the AADL procedure for authorizing mattress overlays, transfer aids and accessories benefits.

Whenever possible, authorizers should access loaner programs for transfer aids and accessories for palliative clients to reduce client costs associated with cost share.

Assessment

Assessments must be in the client's home environment. As an alternative, a simulated home environment may be used if it can reasonably replicate the client's home. Assessed equipment that has been purchased by AADL and is found to be inappropriate for the client's home is not replaced by AADL.

Assessments must include the following clinical elements: skin integrity, wounds, mobility, nutritional status, incontinence for mattress overlays and range of motion, strength, posture and balance for transfer aids.

The assessment date is the date the assessment is completed, eligibility has been established, and equipment (transfer aid) has been trialed and selected.

Equipment trial

Mattress overlay, transfer aids and accessories vendors will provide equipment for a trial period not exceeding two days. At the end of any trial period, the equipment must be returned; the client may not keep trial equipment.

Authorization submission

Authorizations are entered on the Alberta Blue Cross online health portal after the client's product consumption history has been reviewed to confirm eligibility for the benefit.

Authorizations for mattress overlays, transfer aids and accessories benefits expire when the benefit has been provided to the client and the associated vendor claims have been processed, or within a year of the assessment date.

Procedure

Authorizers:

- Confirm client eligibility for benefit. Refer to Policy E – 02 Eligibility Criteria.
- If benefit requested is over the benefit's frequency limit, complete a quantity and frequency review request authorization on the online health portal and upload relevant documents. Refer to Policy E – 07 Quantity and Frequency Limits.
- Assess client or review assessment if assessor is not the authorizer. Client assessment must be completed in home environment or simulated home environment.
- Document assessment details and clinical rationale to support the provision of mattress overlays, transfer aids and accessories benefits. This must be kept in the client's file and submitted to AADL upon request. Ensure the client understands any costs that they may incur. See "Benchmark Price" and "Upgrade Costs" under E – 11 Definitions.
- Provide client with choice of vendors as per list of AADL-approved vendors. Policies for the use of trial equipment should be explained to the client. Arrange for trial equipment to be returned to the vendor once the trial has been completed.
- Determine where equipment is to be delivered once authorized and arrange for followup as appropriate.
- Have client sign the Client Consent form. Complete authorization on the online health portal and submit.

- Advise client that AADL will not reimburse clients for any rental charges if the client chooses to rent equipment.

Clients:

- Fully participate in assessment and trial. Comply with trialing protocol - dry run only; do not lay on overlays with exposed skin.
- Return equipment to AADL-approved vendor after trial period is over.
- Sign Client Consent form signifying agreement and understanding.

Vendors:

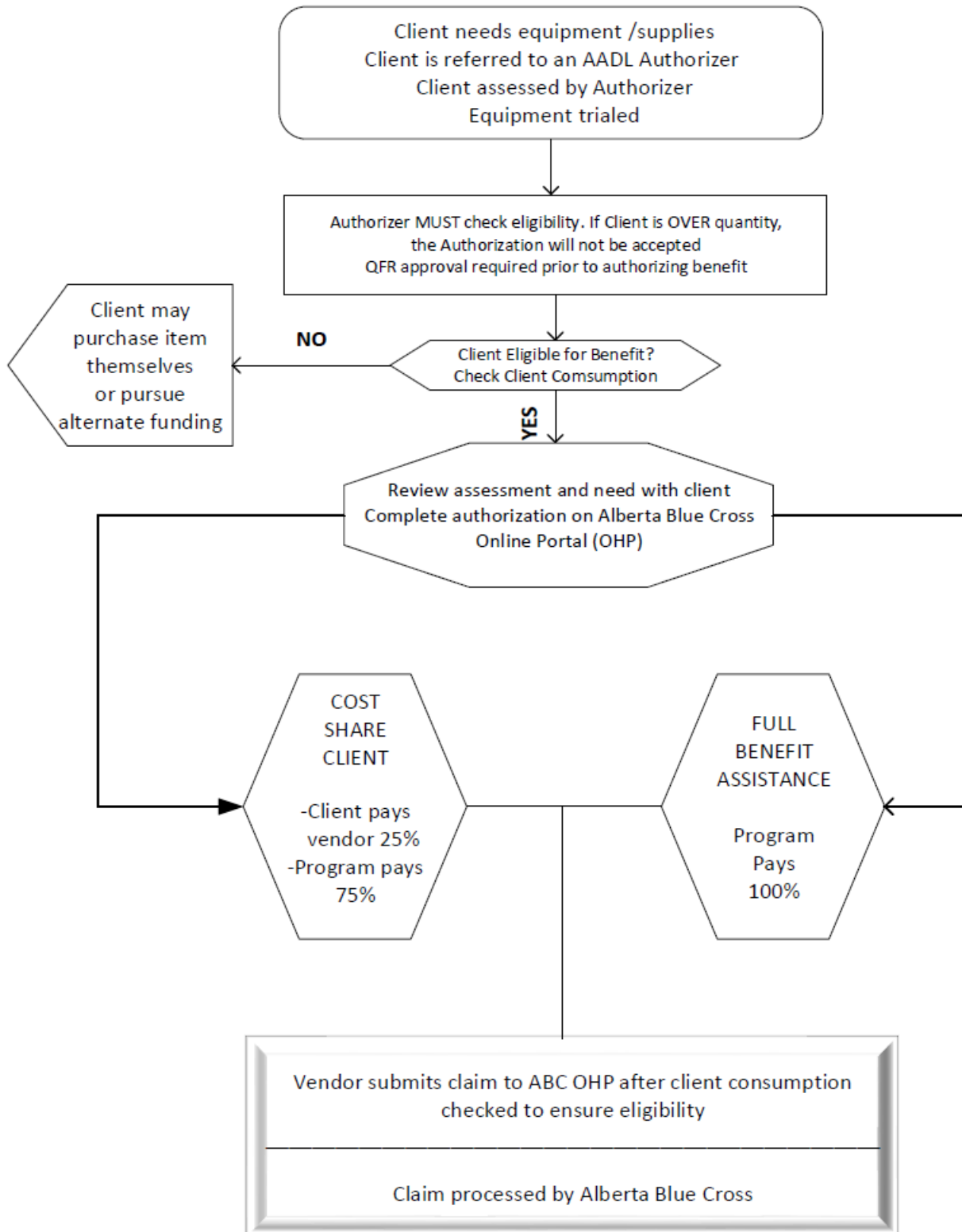
- Provide trial equipment as requested by the authorizer.
- Follow infection control practice during trial.
- Check authorization on the online health portal and confirm eligibility by referring to client's consumption history.
- Proceed to providing benefit.

Alberta Blue Cross:

- Reviews authorizations for compliance and accuracy.
- Processes valid authorizations.

Figure 1

Authorization Process Flow for Mattress Overlays, Transfer Aids and Accessories



Policy E – 05

Vendor and Trained Provider Qualifications

Policy Statement

AADL-approved mattress overlay, transfer aids and accessories vendors must meet the following criteria:

- Meet AADL's general vendor criteria as outlined in AADL Program Manual Section GN – General Policies and Procedures.
- Adhere to benchmark pricing as outlined in AADL Program Manual Section GN – General Policies and Procedures.
- Must have an area in the store set up to demonstrate transfer poles and accessories.
- Mattress overlays and other transfer aids must be easily accessible for demonstration to the client/authorizer.

Product/Equipment:

- Stock on site a minimum of at least one manufacturer's products for:
 - mattress overlays
 - transfer boards
 - transfer bed rails
 - transfer poles
- AADL vendors must ensure mattress overlays, transfer aids and accessories provided through AADL funding meet all quality standards set out in Alberta Aids to Daily Living Approved Product List E – Mattress Overlays, Transfer Aids and Accessories.

Trained Provider Qualifications:

- Maintain a minimum of one staff member who is familiar with mattress overlays and transfer aids.
- Ensure staff is educated on AADL policies and procedures as stated in the most current AADL Program Manual, Program Manual Section E – Mattress Overlays, Transfer Aids and Accessories and approved product list.
- Ensure staff has the necessary expertise regarding the provision of AADL benefits and associated invoicing and business processes.

Policy E – 06

Providing Mattress Overlays, Transfer Aids and Accessories Benefits

Policy Statement

Providing mattress overlays, transfer aids and accessories benefits includes an equipment trial with the client, providing/setting up the equipment, documenting, client billing and claims.

AADL vendors must have an agreement with AADL and Alberta Blue Cross to provide mattress overlays, transfer aids and accessories benefits.

AADL vendors must ensure mattress overlays, transfer aids and accessories provided through AADL funding meet all quality standards set out in Alberta Aids to Daily Living Approved Product List E – Mattress Overlays, Transfer Aids and Accessories.

AADL uses a benchmark pricing model for mattress overlays, transfer aids and accessories benefits. The AADL vendor must offer the AADL client an overlay or transfer aid for a price equal to or below benchmark prices in Alberta Aids to Daily Living Approved Product List E – Mattress Overlays, Transfer Aids and Accessories.

Clients must be advised that they should purchase insurance to cover the cost of replacements should the equipment be lost, stolen, or damaged.

Clients are responsible for obtaining approval for and the installation of transfer poles.

Clients are responsible for repairs and maintenance of their overlay and/or transfer aids provided by AADL. See Policy E – 08 Ownership and Responsibilities.

Procedure

AADL Authorizers:

- Arrange follow-up to ensure the mattress overlay, and/or transfer aid and any additional accessory is of benefit to the client.
- Complete documentation, including:
 - client provided with and understands instructions on care of mattress overlay and/or transfer aid (and any additional accessory)
 - client is informed of recommendation to purchase insurance to cover equipment in case of loss, damage or theft
 - ensure client satisfaction with fit

Clients:

- Pay the cost-share portion (unless exempt) directly to the vendor for selected equipment.
- Receive mattress overlay and/or transfer aid and confirm satisfaction that the equipment fits and meets specifications.
- Understand responsibility for the care and maintenance of the equipment as equipment is not replaced due to damage outside of normal wear.

Vendors:

- Confirm eligibility for the benefit prior to providing on the Alberta Blue Cross online health portal.
- Provide mattress overlay and/or transfer aid and any additional accessories and confirm benefit meets specifications on authorization.
- Provide written instructions on mattress overlays, transfer aids and accessories wear and care.
- Document satisfaction of client or person accepting responsibility for client satisfaction of the equipment.
- Enter the claim on the online health portal on the day the product is provided to the client (service date).

Alberta Blue Cross:

- Conducts audits on authorizers' and vendors' compliance with policy and procedures for quality assurance and accountability. Audits charges on claims for equipment submitted by vendors and pays vendor claims.

Policy E – 07

Quantity and Frequency Limits

Policy Statement

AADL sets annual limits on the number of mattress overlays, transfer aids and accessories benefits funded per eligible client based on current best practice and expected wear. See Alberta Aids to Daily Living Approved Product List E – Mattress Overlays, Transfer Aids and Accessories for specific limits at <https://open.alberta.ca/publications/aadl-program-manual-e>.

The quantity and frequency limits are listed on the approved product list as follows: one per two-year period for transfer boards, one per four-year period for mattress overlays and transfer bed rails, and one per 10 year period for transfer poles.

Transfer bed rails are not considered a duplicate benefit to a bed rail. For example, a client can have a transfer pole for a living room chair transfer and a transfer bed rail for a bed transfer, however a client may only have one transfer pole. A second transfer pole is not provided for a different room.

Mattress overlays, transfer aids and accessories will only be replaced when the client's long-term condition has changed and the current equipment no longer meets the clinically-assessed basic need.

The client's condition must be stable, chronic and long term taking the frequency limit under consideration.

Equipment will only be replaced if:

- the equipment has been maintained and has been used as designed (normal wear), and
- the current equipment was ordered for long-term needs, and
- the client's condition has changed and the current equipment no longer meets the clinically assessed basic need

AADL does not replace equipment in cases of authorizer error or that have been lost, stolen, misused or damaged.

A quantity and frequency review request is required to request funding for benefits that exceed the normal quantity or frequency. The request is treated as an authorization and is submitted on the Alberta Blue Cross online health portal.

Exceptions

A quantity and frequency review request will not be required for clients who need a bed rail as part of the hospital bed assembly and who have had a transfer bed rail within the preceding four year period. An explanation to this effect must be written in the special instructions section on the authorization form.

Procedure

Authorizers:

- Explain policy and process to client, ensuring client understands.
- Enter quantity and frequency review request authorization on the Alberta Blue Cross online health portal and include the following documents:
 - Quantity and Frequency Review Request form
 - Client Consent form
 - other supporting documentation

Clients:

- Maintain care of mattress overlays, transfer aids and accessories to prolong life of benefit provided through AADL and to prevent need for premature replacement of benefit.
- Pursue alternate funding sources prior to requesting additional funds from AADL and for any equipment needs that fall outside of the quantity and frequency review process.

Vendors:

- Identify clients who require a quantity and frequency review to replace an overlay or transfer aid funded by AADL. Refer these clients to an AADL authorizer for reassessment.
- Educate client on wear and care of equipment, and availability of repair parts to prolong life of benefit and prevent need for early replacement. For example, Roho patch kit.
- Prevent need for quantity and frequency review requests by replacing or repairing equipment when under warranty or when it is cost effective (see “Cost-Effective Repairs” in Policy E – 11 Definitions).
- Provide AADL-funded replacement equipment to client when a valid authorization has been confirmed.

Alberta Blue Cross:

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

AADL:

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

Policy E – 08

Ownership and Responsibilities – Repairs and Maintenance

Policy Statement

Mattress overlays, transfer aids and accessories funded by AADL are owned by the client.

Clients (family/guardian/trustee) are responsible for keeping their AADL funded equipment in good, safe working order through regular maintenance and repairs according to manufacturer recommendations.

Clients are responsible for the costs of maintenance and repairs outside warranty. Warranty periods are listed in Alberta Aids to Daily Living Approved Product List E – Mattress Overlays, Transfer Aids and Accessories at:

<https://open.alberta.ca/publications/aadl-program-manual-e>

Maintenance includes ensuring any moving parts are cleaned and move smoothly, repairing holes in air overlays and replacing handle grips when worn.

AADL mattress overlays, transfer aids and accessories vendors provide warranty services on AADL-funded equipment.

Government-funded equipment is never to be resold by a client, authorizer or vendor. Once the client no longer requires the equipment, it may be donated to a community organization or individual in need.

Procedure

Authorizers:

- Ensure client understands responsibility for care and maintenance of AADL-funded equipment.
- Advise clients to keep a record of the initial invoice from the vendor as well as any maintenance and repairs to equipment.

Clients:

- Request information and/or equipment manual from vendor to become familiar with warranty, maintenance and repair recommendations from manufacturer.
- Ensure reasonable care and maintenance of AADL-funded mattress overlays, transfer aids and accessories.
- Accept responsibility to obtain insurance in case of damage or loss of equipment.
- Keep a record of the serial number, make and model on the vendor invoice as proof of AADL funding.

Vendors:

- Review care and maintenance of AADL-funded mattress overlay, transfer aids and accessories with clients. Provide manufacturer manual as available.
- Provide warranty services to clients as requested.
- Assist client when equipment is no longer cost-effective to repair based on AADL standard formula – repair should not exceed 50 per cent of the cost of equipment purchased new.
- If equipment is not cost-effective to repair, advise client to get reassessed by an AADL authorizer.

Policy E – 09

Refusal of the Equipment

Policy Statement

Clients who refuse equipment are not eligible for AADL funding for the same item for a minimum of six months. By signing the Client Consent form, the client acknowledged they were prepared to accept the equipment that was authorized and ordered for them. During the authorization process the client agreed to trial the equipment and ensured their home and living situation accommodated the equipment.

Clients and/or authorizers must notify the vendor as soon as unforeseen problems arise and the equipment is no longer appropriate for the client. If the equipment has not yet been delivered to the client, the vendor may agree to place the equipment back in their inventory with no charge to AADL or the client. In that case, the authorization must be cancelled on the online health portal by the authorizer.

Authorization forms are not cancelled once the product has been provided to the client.

Clients who request funding for the benefit after refusing the same type of benefit must submit a letter to their authorizer explaining the circumstances of their refusal and assurance that they will accept the authorized benefit this time. The client must also agree to accept any costs associated with providing the benefit a second time, including any cost-share fees.

The authorizer must submit a quantity and frequency review request on behalf of the client who refused the equipment.

Clients who refuse to accept equipment a second time will not be eligible again for that benefit.

Procedure

Authorizers:

- Advise client of the consequences of equipment refusal.
- Complete a quantity and frequency review request authorization on the Alberta Blue Cross online health portal for the item and upload the attaches the letter from the client (family/guardian/trustee) as supporting documentation.
- If client requests the same benefit be authorized that was refused previously, obtain letter from client/family explaining circumstances and providing assurances described in policy above.

Clients:

- Participate in reassessment with authorizer.
- Pursue alternate funding resources prior to requesting funds from AADL.
- If unable to secure alternate funds, write a letter describing circumstances and providing assurances described above.
- Agree to accept costs associated with replacing equipment.

AADL:

- Receives the quantity and frequency review request and supporting documentation from Alberta Blue Cross and reviews the circumstances around the refusal of the equipment.
- Adjudicates and provides decision to Alberta Blue Cross.

Alberta Blue Cross:

- Updates the online health portal with decision and sends notification to the authorizer, and client if necessary.

Policy E – 10

Patient Claim Statement

Policy Statement

Mattress overlay, transfer aid and accessories vendors 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

Vendors:

- 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.

Policy E – 11

Definitions

Approved Product List

The approved product list is a document on the AADL website outlining the products for which AADL provides funding. Only products listed on the approved product list are available through AADL.

Benchmark Pricing

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. The benchmark prices for walking aids and accessories are listed under the column Price Maximum in the approved product list. Vendors must provide at least one item within the benchmark price.

Community Recycle

AADL-funded equipment identified as community recycle may be recycled within the client's home community. The client may donate the equipment to another client, local community recycle pool or facility once it is no longer needed. It may never be resold.

Cost-Effective Repairs

Repairs are considered cost-effective when the cost of the repair does not exceed 50 per cent of the cost to replace the entire walking aid.

Equipment Trial

An equipment trial involves the client and caregiver trying the equipment to ensure the one chosen is appropriate. A trial must consider environments where the equipment will be used such as the bathroom and bedroom. Simulated environments are accepted.

Palliative Client

A client is deemed palliative if they are in the end stage of a terminal illness (six months or less to end of life). Care is considered compassionate and focused on symptom relief.

Upgrade Costs

Upgrade is the term used to describe any costs for benefit features or options that are not covered by AADL and are the responsibility of the client. Cost-share portions are not considered part of the upgrade cost. Upgrades are over and above cost-share.

Valid Authorization

An authorization is considered valid when information submitted to Alberta Blue Cross is complete, the Client Consent form is signed and submitted, all necessary clinical rationale is documented, the client meets the relevant eligibility criteria and any requisite prior approval has been provided.