



# Large bathing and toileting aids benefits

Alberta Aids to Daily Living  
Program Manual Section G

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## **Policy G – 01**

### **Large Bathing and Toileting Aids Benefit Description**

#### **Policy Statement**

Alberta Aids to Daily Living (AADL) provides funding for large bathing and toileting aids for AADL clients with chronic, long-term difficulties in ambulating and mobility to enhance their independence in the self-care activities of bathing and toileting, increase safety during these activities and prevent the need for a higher level of care.

AADL uses a benchmark model to fund large bathing and toileting aids found in Alberta Aids to Daily Living Approved Product List G – Large Bathing and Toileting Aids. See Policy G – 11 Definitions for the definition of benchmark model.

Large bathing and toileting aids include wheeled commodes, wheeled shower commodes with or without tilt, bathlifts and several basic replacement parts for this equipment. See Alberta Aids to Daily Living Approved Product List G – Large Bathing and Toileting Aids for details.

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

Large bathing and toileting aids authorizations are processed through the Alberta Blue Cross online health portal. AADL-approved manufacturers of these products are listed on the approved product list. Manufacturers may apply to become an AADL-approved manufacturer at any time.

Large bathing and toileting aid are considered owned by the client once the funding is released to the client's vendor.

A client may enter a rental agreement with a large equipment 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 use of large bathing and toileting aids.

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# Policy G – 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 large bathing and toileting aids must be determined by an AADL authorizer prior to authorization.

AADL provides funding for bathing and toileting aids for clients who meet all the following criteria:

- client has a chronic, long-term mobility impairment
- client's weight falls within the weight limits of the equipment
- client has no other benefit for bathing and/or toileting function, with the exception of incontinence supplies
- client's residence is in a self-contained home/apartment or supportive living Level 2 in a congregate living site

AADL provides a limited number of bathing and toileting aids per eligible client based on current best practice and expected use.

The AADL Assessment Summary for Bathlift Benefit form is required to confirm eligibility for the bathlifts funded by AADL. Forms are found on the AADL website at: <https://www.alberta.ca/aadl-forms-and-documents.aspx>

AADL does not provide funding for bathing and toileting aids for:

- Short-term or fluctuating needs such as post-acute care when acute rehabilitation is not completed.
- Acute care clients except when part of a definitive discharge plan with location known.
- Options chosen for personal preference or options not supported by clinical rationale.
- Clients in congregate living sites under supportive living (Level 3 and 4) or long-term care.

### Procedure

#### Authorizers:

- Confirm client meets AADL general eligibility for benefits.
- Confirm client's previous benefit consumption:
  - Refer to Alberta Aids to Daily Living Approved Product List G – Large Bathing and Toileting Aids for quantity limits at: <https://open.alberta.ca/publications/aadl-program-manual-g>
  - 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 G – 07 Quantity and Frequency Limits for clients who are over quantity/frequency limit for the benefit.
- Inform clients of their eligibility status.

#### Clients:

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

#### Vendors:

- Check clients' previous benefit consumption:
- Refer to Alberta Aids to Daily Living Approved Product List G – Large Bathing and Toileting Aids to determine quantity limits for each bathing or toileting aid.

- 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 G – 07 Quantity and Frequency Limits for clients who are over quantity/frequency limit for the benefit.

**Alberta Blue Cross:**

- Responds to telephone or email requests for information on bathing and toileting aids eligibility and provides reference to the AADL website for further information.
- Adjudicates and audits authorizations and claims submitted through the online health portal.

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## Policy G – 03

### Authorizer Qualifications

#### Policy Statement

AADL accepts applications from occupational therapists and physiotherapists 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>

Large bathing and toileting aids are considered a primary product range for occupational therapists and physiotherapists as set out in Policy GN – 03. See policy GN – 03 for further explanation on primary and secondary product ranges.

#### Procedure

##### Authorizer Applicants:

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

##### AADL:

- Provides authorizer on-line pre-requisite training module.
- Provides in-person or virtual training for primary product ranges.
- Advises Alberta Blue Cross when the authorizer has completed the training requirement and has been provided an authorizer number so they can be registered on the online health portal as a provider.
- Monitors authorizer activities and determines compliance with policies and procedures.

##### Alberta Blue Cross:

- Registers authorizers on the online health portal as providers.



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## Policy G – 04

### Authorization Process

#### Policy Statement

Large bathing and toileting aids authorizations includes 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 large bathing and toileting aids.

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

Authorizations for repair benefits do not require authorization by an occupational therapist or physiotherapist. An authorizer, client or vendor may determine when the AADL-funded large bathing or toileting aid requires a replacement part. Refer to Policy G – 06 Providing Large Bathing and Toileting Aids for details on providing replacement parts.

#### Assessment:

Assessments for large bathing and toileting aids funded by AADL (bathlifts, wheeled commodes and wheeled shower commodes) must be completed and documented by an occupational therapist or physiotherapist trained in interventions related to mobility and basic bathing and toileting activities.

Assessments must be in the client's home environment. Authorizers may use a simulated home environment if able to reasonably replicate the client's environment.

The assessment date is the date the full assessment, including equipment trial, is completed. It is not the date when the assessment started.

#### Equipment Trial:

Equipment must meet the generic description and be from an approved manufacturer listed in Alberta Aids to Daily Living Approved Product List G – Large Bathing and Toileting Aids.

Large bathing and toileting aids vendors will provide equipment for a trial period that must not exceed two days. At the end of the trial period, the equipment must be returned. The client may not keep the trial equipment.

#### Authorization Submission:

Authorizations for large bathing and toileting aids 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.

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.

#### Procedure

##### Authorizers:

- Confirm client eligibility for benefit including residence and past consumption. Refer to Policy G – 02 Eligibility Criteria.
- Assess client or review assessment if assessor is not the authorizer. Client assessment must be completed in home or simulated home environment.
- Trial equipment to ensure it is appropriate for client in their environment. Consider the client's ability to move equipment in/out of bathtub or through doorways as appropriate. Review care and maintenance with client and/or caregiver.

- Explain policies for the use of trial equipment to the client. Arrange for trial equipment to be returned to the vendor once the trial has been completed.
- Document assessment details and clinical rationale to support the provision of large bathing or toileting aids. This must be kept in the client's file and submitted to AADL upon request.
- Determine where equipment is to be delivered and arrange for follow-up as appropriate.
- Complete authorization on the online health portal:
  - include information on met criteria establishing client's eligibility for accessories
  - include benefit number and brand and model of product
  - ensure the client understands any costs that they may incur. See “Benchmark Price” and “Upgrade Costs” under G – 11 Definitions.
  - provide client with list of AADL-approved vendors
  - ensure client signs Client Consent form and it is uploaded with the authorization
- Advise client that AADL will not reimburse them for any rental charges if the client chooses to rent equipment.

**Clients:**

- Fully participate in assessment.
- Comply with trialing protocol - dry run only, do not sit on bathing/toileting aid with exposed skin.
- Return equipment to AADL-approved vendor after the trial period is over.
- Sign the Client Consent form signifying agreement and understanding.

**Vendors:**

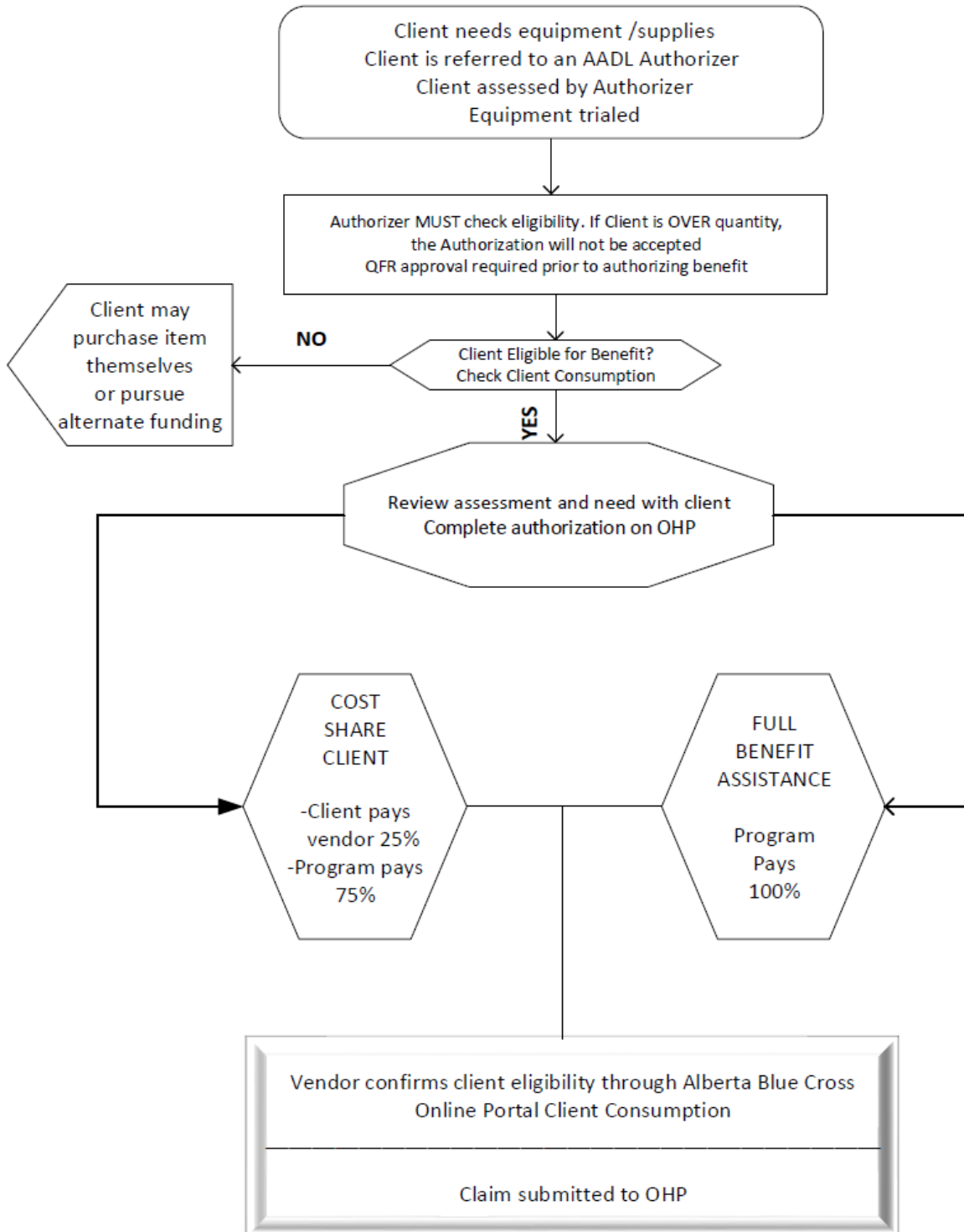
- Provide trial equipment as requested by the authorizer.
- Check for authorization on the online health portal and confirm eligibility by referring to client's consumption history.
- Proceed to providing benefit.

**Alberta Blue Cross:**

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

# Figure 1

## Authorization Process for Large Bathing and Toileting Aids



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## Policy G – 05

### Vendor and Trained Provider Qualifications

#### Policy Statement

AADL-approved large bathing and toileting aids 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 a service area allocated on the premises in order to provide replacement parts and small repair services on large bathing and toileting aids.

#### Product/Equipment:

- Stock on site a minimum of two different AADL-approved manufacturers' products for each catalogue item grouping.
- Provide a distributor's agreement letter from the manufacturers represented for this benefit group to AADL.
- Vendors must carry common replacement parts listed in Alberta Aids to Daily Living Approved Product List G – Large Bathing and Toileting Aids for the equipment they carry.
- Vendors must ensure large bathing and toileting aids provided through AADL funding meet all quality standards set out in the approved product list.

#### Trained Provider Qualifications:

- Maintain a minimum of one staff member who is qualified to work on large bathing and toileting aids. Qualifications are based on mechanical aptitude and experience with home medical equipment.
- Ensure staff is educated on AADL policies and procedures as stated in the most current AADL Program Manual Section GN – General Policies and Procedures, Program Manual Section G – Large Bathing and Toileting Aids and approved product list.
- Ensure staff has the necessary expertise regarding the provision of AADL benefits and associated invoicing and business processes.

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## Policy G – 06

### Providing Large Bathing and Toileting Aids

#### Policy Statement

AADL-approved vendors for large bathing and toileting aids must meet certain qualifications. See Policy G – 05 Vendor and Trained Provider Qualifications for details.

Providing large bathing and toileting aids includes an equipment trial with the client, providing the equipment, fitting the equipment to the client, documenting, client billing and claims.

The AADL vendor must offer the AADL client bathing and/or toileting aids for a price equal to or below benchmark prices in Alberta Aids to Daily Living Approved Product List G – Large Bathing and Toileting Aids.

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

Vendors are responsible for the initial assembly and set up of all large bathing and toileting aids provided to a client.

Vendors must carry common replacement parts for equipment they carry.

#### Procedure

##### Authorizers:

- Arrange and be present for equipment trial in the home or simulated environment.
- Review the equipment wear and care instructions, advise the client of policies around ownership and responsibility.
- Followup with client once equipment has been provided to ensure equipment meets needs.
- Advise clients to contact the vendor if replacement parts are required.

##### Clients/Caregivers/Guardians:

- Trial equipment to ensure equipment meets needs.
- Receive bathing/toileting equipment 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.
- Contact the vendor directly if the equipment requires replacement parts. Arrange to have the equipment repaired and maintained as needed.

##### Vendors:

- Accept requests from authorizers for trial equipment and provide to clients.
- Confirm eligibility for the benefit by checking client consumption on the online health portal.
- Collects any cost-share and any upgrade costs on the day the equipment is provided and the claim is submitted.
- Submit claim on the online health portal on the day it was provided to the client (service date).
- Arranges shipping for clients in rural areas without local vendors. Maintains a copy of the waybill and provides to AADL on request.
- Provides bathing /toileting equipment or replacement part and confirm satisfaction with delivery/service. Provides education (may be in the form of instruction manual) on care and maintenance with client/family/caregiver.

**Alberta Blue Cross:**

- Adjudicates claims.
- Audits charges on claims for equipment submitted by vendors and pays claims.

## Policy G – 07

### Quantity and Frequency Limits

#### Policy Statement

AADL sets annual limits on the number of large bathing and toileting aids funded per eligible client based on current best practice and expected wear. See Alberta Aids to Daily Living Approved Product List G – Large Bathing and Toileting Aids for specific limits at: <https://open.alberta.ca/publications/aadl-program-manual-g>

AADL will fund one benefit per function; for example, if a client has a bathseat and/or a raised toilet seat, they are not eligible for a shower commode. Shower commodes are considered to meet both toileting and bathing needs. The client is responsible for the purchase of duplicate benefits.

Large bathing and toileting aids will only be replaced when:

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

If a client meets all the criteria above, an authorizer may submit a quantity and frequency review request authorization through the Alberta Blue Cross online health portal.

AADL does not replace equipment that has been lost, stolen, misused or damaged. Clients should purchase insurance to cover the cost of replacements should the equipment be lost, stolen or damaged.

#### Procedure

##### Authorizers:

- Explain policy and process to client, ensuring client and/or caregiver understands.
- Pursue alternate funding, such as private insurance, prior to requesting additional funds from AADL.
- Submit quantity and frequency review request authorization on the online health portal and include the following documentation:
  - Quantity and Frequency Review Request form
  - Client Consent form
  - other supporting documentation
- Receive notification of review decision from Alberta Blue Cross and notify the client.

##### Clients:

- Maintain care of the large bathing and/or toileting aids to prolong life of benefit provided through AADL and to prevent need for premature replacement of benefit.
- Consult with AADL authorizer when replacement of AADL equipment is required.
- Ensure replacement equipment authorized meets their basic need during trial and when delivered.
- Seek alternate funding for equipment needs that fall outside the quantity and frequency limits.

##### Vendors:

- Identify need for quantity and frequency review request for those clients requesting equipment funded by AADL be replaced and advise clients. Refers these clients to an AADL authorizer for reassessment.
- Educate client on wear and care of equipment and availability of maintenance parts to prolong life of benefit.
- Replace or repair equipment under warranty without cost to AADL.
- Provide AADL-funded replacement equipment to client when 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 the authorizer, and the 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.



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## Policy G – 08

### Ownership and Responsibility: Repairs and Maintenance

#### Policy Statement

Large bathing and toileting aids funded by AADL are owned by the client.

Once the client no longer requires the equipment, it may be recycled within the community; however, it is never to be resold by a client, authorizer or vendor. Once the equipment is recycled to another individual, it is not eligible for repair parts on the approved product list.

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.

AADL large bathing and toileting aids vendors provide repair and maintenance services on AADL-funded equipment.

AADL provides funding for some parts for repairs and maintenance to large bathing and toileting aids. Refer to Alberta Aids to Daily Living Approved Product List G – Large Bathing and Toileting Aids for specifics at:

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

Clients are responsible for the costs of maintenance and repairs outside those listed on the approved product list and for costs associated with privately-owned equipment.

Vendors must provide the client with a copy of the patient claim statement that includes the serial number and model of the equipment funded by AADL. The client must keep this record for use as proof the equipment was AADL funded and in order to obtain AADL-funded repair/maintenance parts.

#### Procedure

##### Authorizers:

- Ensure client understands responsibility for care and maintenance of AADL-funded equipment.
- Advise clients to keep the patient claim statement in their records as well as any documentation for maintenance and repairs to equipment.

##### Clients:

- Request information and/or equipment manual from vendor to become familiar with warranty, maintenance and repair recommendations.
- Ensure reasonable care and maintenance of AADL-funded large bathing and toileting aids.
- Accept responsibility for obtaining insurance in case of damage or loss of equipment.
- Keep a record of the serial number, make and model (e.g. patient claim statement or vendor invoice) as proof of AADL funding.

##### Vendors:

- Review care and maintenance of AADL-funded large bathing and toileting aids with clients. Provide manufacturer manual as available.
- Ensure AADL “Not for Resale” sticker is adhered to the equipment. On commodes, it is positioned on the back right side of the frame.
- Advise if equipment is eligible for repairs to be funded by AADL.
- Provide maintenance and repair services to AADL-funded large bathing and toileting aids.
- Collect any cost-share or upgrade costs from the client prior to completing the repair.

- Assist client when equipment is no longer economical to repair based on AADL standard formula – repair should cost less than 50 percent of the cost of new equipment.
- If the equipment is not cost-effective to repair, advise client to get reassessed by an AADL authorizer for a replacement piece of equipment.
- Submit claims for repair parts funded by AADL to the online health portal.

**AADL:**

- Provides funding assistance for repair parts (listed on approved product list) for AADL-funded large bathing and toileting aids.

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## Policy G – 09

### Refusal of Equipment

#### Policy Statement

Clients who refuse equipment are not eligible for AADL funding for another bathing and toileting aid 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 by the authorizer on the Alberta Blue Cross online health portal.

Clients who request funding for the benefit after refusing the same type benefit must provide 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.
- 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.
- Complete a quantity and frequency review request authorization on the Albert Blue Cross online health portal for the item and upload the letter from the client (family/guardian/trustee) as supporting documentation

##### Clients:

- Participate in reassessment with authorizer.
- Write letter describing circumstances and providing assurances described above.
- Agree to accept costs associated with replacing equipment.

##### 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 the authorizer, and the 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.

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## Policy G – 10

### Patient Claim Statement

#### Policy Statement

Large bathing and toileting aids 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

##### Large Bathing and Toileting 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.

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# Policy G – 11

## Definitions

### Approved Product List

The approved product list outlining the products for which AADL provides funding. Only products listed on the approved product list are eligible for AADL funding.

### 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 large bathing and toileting equipment benefits are listed under the column Price Maximum in the approved product list.

### Community Recycle

AADL-funded equipment identified as community recycle may be recycled within the client's local 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.

### Equipment Trial

An equipment trial involves the client and caregiver trying the equipment to ensure the one chosen is appropriate. A trial must include accessing environments where the equipment will be used such as the bathroom and bedroom. Trial equipment is provided by AADL large bathing and toileting aids vendors according to trial equipment guidelines.

### Palliative Client

A client is deemed palliative if 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.