



# Burn garments benefits

Alberta Aids to Daily Living  
Program Manual Section J



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## **Policy J – 01**

### **Burn Garments Benefits Description**

#### **Policy Statement**

Alberta Aids to Daily Living (AADL) provides funding for burn garment benefits for AADL clients with documented risk of a post-burn contracture to help these individuals be independent in daily living activities.

Best practice supports the application of 25mmHG pressure on active scars as a component of rehabilitation to achieve optimal functional outcomes.

AADL burn garment benefits include base pressure garments and features. Base pressure garments are intended to provide pressure on active scars. Features are added to the base garment to accommodate body contours and ensure the recommended pressure is maintained on the scar.

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# Policy J – 02

## Eligibility Criteria

### Policy Statement

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

A client's eligibility for burn garment benefits must be determined by an AADL authorizer prior to authorization.

AADL provides funding for burn garment benefits for clients who meet all of the following criteria:

- client has long-term active scar processes related to a burn injury
- burn injury is of documented significance to place the client at risk of a post-burn contracture
- burn garments are prescribed by the primary care physician and/or treating specialist (surgeon or physiatrist) unless the authorizer has been provided exempt privileges; see Policy J – 03 Authorizer Qualifications for details on burn scar specialist exemption

AADL will consider funding burn garment benefits on a prior approval basis for clients who:

- have necrotizing fasciitis and/or a severe animal bite(s)
- are at risk for contractures(s) due to hypertrophic scarring
- meet the criteria described in the third bullet above

AADL does NOT provide funding for burn garment benefits for:

- use in acute or sub-acute care facilities except as part of a discharge plan
- short-term interventions
- pre- or post-operative use
- application or intervention in a physician's office
- edema management
- skin protection
- itchiness relief
- cosmetic purposes
- clients who have lost or damaged their garment
- clients who are non-compliant
- clients with the following co-morbidities: severe arterial insufficiency, cutaneous infection, acute hypodermatitis or wet dermatoses
- features chosen for personal preference or not clinically indicated

AADL provides annual limits on the number of burn garments it funds for eligible clients based on current best practice and expected wear. See Alberta Aids to Daily Living Approved Product List J – Burn Garments for specific limits.

### Procedure

#### Authorizers:

- Confirm client meets AADL eligibility requirements.
- Confirm client's previous benefit consumption:
  - Refer to Alberta Aids to Daily Living Approved Product List J – Burn Garments to determine quantity limits for each garment and feature at: <https://open.alberta.ca/publications/aadl-program-manual-j>

- Refer to the Alberta Blue Cross online health portal Patient Inquiry screen and review product consumption to determine benefits the client has received. Refer to Policy J – 06 Quantity and Frequency Limits for clients who are over quantity/frequency limit.
- Inform client of their eligibility status.
- Have clients sign the Client Consent form.
- Complete the authorization on the Alberta Blue Cross online health portal and upload the Client Consent form and any other required supporting documentation.

**Vendors:**

- Check client's previous benefit consumption:
  - Refer to Alberta Aids to Daily Living Approved Product List J – Burn Garments to determine quantity limits for each garment and feature at: <https://open.alberta.ca/publications/aadl-program-manual-j>
  - Refer to the Alberta Blue Cross online health portal Patient Inquiry screen for client's benefit consumption history.
  - Refer to Policy J – 07 Quantity and Frequency Limits for clients who are over quantity/frequency limit.

**Clients:**

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

**Alberta Blue Cross:**

- Responds to telephone or email requests for information on burn garment benefits eligibility and provides reference to the AADL website for further information at <https://open.alberta.ca/publications/aadl-program-manual-j>
- Adjudicates and audits authorizations submitted through the online health portal for accuracy and completeness.

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## Policy J – 03

### Authorizer Qualifications

#### Policy Statement

Current AADL authorizers may apply to add burn scar garments to their list of approved benefit ranges as a secondary product range. In addition, they must meet the following criteria:

- Applicant has an active AADL authorizer number.
- Applicant is an occupational therapist or physiotherapist associated with a burn unit/clinic, plastics unit/clinic or physiatrist (doctor specialized in rehabilitation).
- Applicant is a registered nurse working with a burn unit/clinic, plastics unit/clinic or physiatrist and has additional training/education in the area of scar interventions.
- Applicant has completed the AADL authorizer training module for burn garments.

AADL will consider providing prescription exemption privileges to authorizers who meet all the following qualifications:

- Scar management is a major component of practice.
- Ability to determine appropriate burn garment benefit without a physician prescription endorsed in writing by physician associated with a burn/plastic clinic.

#### Procedure

##### AADL Authorizer Applicants:

- Confirm eligibility.
- Complete Burn Garment Product Range Application Form available at: <https://www.alberta.ca/assets/documents/aadl/aadl-authorizer-application-burn.pdf>
- Complete AADL Training Module 2.1 - Burn Garment on-line at: <https://www.alberta.ca/aadl-authorizer-information-and-training.aspx>
- Forward completed application with supporting documentation to AADL.

##### AADL:

- Provides authorizer online training module.
- Reviews application and confirms eligibility to authorize for benefits.
- Notifies Alberta Blue Cross when authorizers have completed all requirements and meet eligibility criteria.

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## **Policy J – 04**

### **Vendor and Trained Provider Qualifications**

#### **Policy Statement**

AADL-approved burn garment vendors must meet the following criteria:

- Meet AADL's general vendor criteria as outlined in AADL Program Manual Section GN – General Policy and Procedures.
- Adhere to benchmark pricing as outlined in the AADL Program Manual Section GN – General Policy and Procedures.
- Employ at least one full-time certified fitter for burn garments.
- Ensure fitters have certification from each manufacturer brand sold by the vendor.
- Ensure certification is updated every three years and that a copy is provided to AADL.

Only one set of burn garments is to be dispensed to the client initially to ensure proper fit.



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## Policy J – 05

### Authorization Process

#### Policy Statement

Burn garment benefit authorizations are valid when all authorization process steps and requirements have been met. Authorizers must adhere to the general policies and procedures for authorizing AADL benefits.

Assessments for burn garment benefits funded by AADL must be completed and documented by an occupational therapist, physiotherapist or registered nurse trained in scar interventions/management.

All authorizations related to burn garment benefits must be submitted by an approved AADL burn garment benefit authorizer.

All authorizations for burn garment benefits have a maximum expiry of two years after the authorization date. Extensions past the two year maximum must be prior approved by the Medical Surgical Benefits Program Manager.

#### Procedure

##### Authorizers:

- Confirm client eligibility for benefit. Refer to Policy J – 02 Eligibility Criteria.
- Assess client or review assessment if assessor is not the authorizer. Document assessment details and clinical rationale to support the provision of burn garment benefits. This must be kept in the client's file and submitted to AADL upon request.
- Complete authorization on the Alberta Blue Cross online health portal and include all relevant forms and documentation.
  - provide client with list of AADL-approved vendors
  - ensure client signs Client Consent form and it is uploaded with the authorization
- Inform client's preferred vendor that an approved authorization has been submitted and to expect the client.

##### Clients:

- Fully participate in assessment.
- Sign Client Consent form.

##### Vendors:

- View authorization on Alberta Blue Cross online health portal to view client's eligibility and consumption.

##### Alberta Blue Cross:

- Processes and audits authorizations for completeness and accuracy.

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## Policy J – 06

### Providing Burn Garment Benefits

#### Policy Statement

AADL vendors must have an agreement with AADL and Alberta Blue Cross to provide burn garment benefits.

The provision of burn garment benefits includes measuring the client, manufacturer order submission, fitting the garment(s), documenting, client billing and claims.

Vendors accept measurements from burn garment benefit fitters. See Policy J – 04 Vendor and Trained Provider Qualifications.

Manufacturers listed in Alberta Aids to Daily Living Approved Product List J – Burn Garments have been reviewed and accepted by AADL.

AADL does not pay brokerage fees or costs of rush deliveries.

#### Procedure

##### Fitters:

- Complete manufacturer measurement forms:
  - measure client in a private location
  - complete forms according to manufacturer instruction
- Submit measurements to vendor.
- Receive manufactured burn garment and confirm garment meets specifications prior to booking client for fitting.
- Fit burn garment. Ensure client/caregiver is able to don and doff the burn garment(s) and is satisfied with fit.
- Provide verbal and written instructions on burn garment wear and care.
- Arrange followup appointment. Clients must be followed up on a regular basis to ensure the burn garment(s) continues to be of benefit to the client.
- Complete documentation, including:
  - client able to don and doff burn garment(s)
  - client provided with and understands instructions on burn garment(s) wear and care
  - client satisfaction with fit

##### Vendors:

- Confirm client eligibility for the benefit by checking client consumption on the Alberta Blue Cross online health portal.
- Submit order to manufacturer. Order one burn garment initially; additional garments are ordered once the first garment is deemed an appropriate fit.
- Receive manufactured garment and confirm garment meets specifications prior to providing garment to fitter.
- Collect any cost-share and upgrade costs on the day the equipment is provided and the claim is submitted.
- Submit claim through the online health portal once garment is provided (service date).

##### Alberta Blue Cross:

- Adjudicates and pays claim.
- Conducts audits on vendors' compliance with policy and procedures for quality assurance and accountability purposes.

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## Policy J – 07

### Quantity and Frequency Limits

#### Policy Statement

AADL sets annual limits on the number of burn garment benefits funded per eligible client based on current best practice and expected wear. See Alberta Aids to Daily Living Approved Product List J – Burn Garments for specific limits at: <https://open.alberta.ca/publications/aadl-program-manual-j>.

AADL burn garment benefit authorizers can contact Alberta Blue Cross directly if their client has a clinical need for products that are more than the quantity and frequency maximum set out in Alberta Aids to Daily Living Approved Product List J – Burn Garments. AADL does not accept quantity and frequency review requests to replace garments due to measurement errors by fitters.

Increased quantity limits approved through a quantity and frequency review request are effective for the period of time the corresponding authorization is valid.

#### Procedure

##### Authorizers:

- Explain policy and process to client, ensuring client and/or caregiver understands.
- Contact Alberta Blue Cross through the provider call center to request benefits over quantity or frequency for the client.

##### Clients:

- Pursue alternate funding sources prior to requesting additional funds from AADL.

##### 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 J – 08

### Patient Claim Statement

#### Policy Statement

Burn garment 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.