



Pediatric equipment benefits

Alberta Aids to Daily Living
Program Manual Section K

The logo for the province of Alberta, featuring the word "Alberta" in a stylized, cursive script font, followed by a small square icon.

This publication is issued under the Open Government Licence – Alberta
(<http://open.alberta.ca/licence>).

Alberta Health
Alberta Aids to Daily Living
Telus House, 13th Floor
10020 100 Street NW
Edmonton, Alberta T5J 0N3
Contact details of publisher

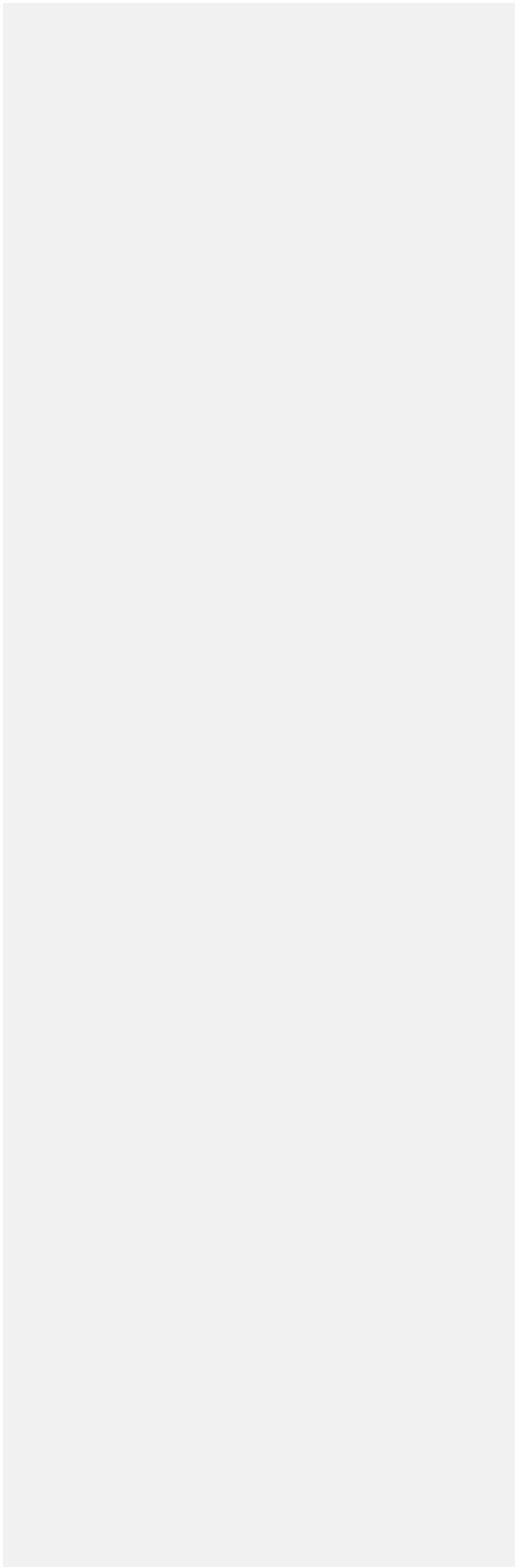
This publication is available online at <https://open.alberta.ca/publications/aadl-program-manual-k>

Alberta Aids to Daily Living Program Manual Section K – Pediatric Equipment Benefits | Alberta Health
© 2022 Government of Alberta | June 29, 2022 |

Contents

| | |
|---|-----------|
| Policy K – 01 | 5 |
| Pediatric Equipment Benefit Description | 5 |
| • Policy Statement | 5 |
| Policy K – 02 | 6 |
| Eligibility Criteria | 6 |
| • Policy Statement | 6 |
| • Procedure | 6 |
| Policy K – 03 | 8 |
| Authorizer Qualifications | 8 |
| • Policy Statement | 8 |
| • Procedure | 8 |
| Policy K – 04 | 9 |
| Authorization Process | 9 |
| • Policy Statement | 9 |
| • Procedure | 9 |
| Figure 1 | 11 |
| Authorization Process Flow Chart for Pediatric Equipment | 11 |
| Policy K – 05 | 12 |
| Vendor and Trained Provider Qualifications | 12 |
| • Policy Statement | 12 |
| Policy K – 06 | 13 |
| Providing Pediatric Equipment Benefits | 13 |
| • Policy Statement | 13 |
| • Procedure | 13 |
| Policy K – 07 | 15 |
| Quantity and Frequency Limits | 15 |
| • Policy Statement | 15 |
| • Procedure | 15 |
| Policy K – 08 | 17 |
| Ownership and Responsibilities: Repairs and Returning Pediatric Equipment | 17 |
| • Policy Statement | 17 |
| • Procedure | 17 |
| Policy K – 09 | 19 |
| Refusal of Equipment | 19 |

| | |
|------------------------------|-----------|
| • Policy Statement | 19 |
| Policy K – 10 | 20 |
| Patient Claim Statement..... | 20 |
| • Policy Statement | 20 |
| • Procedure | 20 |
| Policy K – 11 | 21 |
| Definitions | 21 |



Policy K – 01

Pediatric Equipment Benefit Description

Policy Statement

Alberta Aids to Daily Living (AADL) provides funding for specialized pediatric equipment for Albertans under the age of 18 years 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 higher level of care.

Non-recycle and recycle pediatric equipment is provided under pediatric benefits. Non-recycle equipment includes pediatric bathing and toileting equipment, feeder seats and floor sitters. Recycle equipment includes pediatric walkers, pediatric standing frames and pediatric mobile standers.

AADL provides funding for pediatric equipment through contracts or agreements with AADL-approved pediatric equipment vendors. AADL-approved vendors are listed on the AADL - Approved vendors list page on the AADL website.

Only products on the associated approved products list are eligible for AADL funding. Pediatric equipment funded by AADL is listed in Alberta Aids to Daily Living Approved Product List K – Pediatric Recycle Equipment. Recycle products on the approved products list are reviewed regularly through an AADL product evaluation review, with timing around contract dates.

Both non-recycle benchmark and recycle pediatric equipment benefit authorizations and claims are processed through the Alberta Blue Cross online health portal.

A client's family 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.

Refer to AADL Program Manual Section WM – Manual Wheelchairs and Section WP – Power Wheelchairs for pediatric wheelchair benefits.

Non-recycle (Benchmark) Pediatric Equipment

AADL uses a benchmark model to fund non-recycle equipment. See “Benchmark Pricing” definition in Policy K – 11 Definitions.

Non-recycle equipment is considered owned by the client's family.

Recycle Pediatric Equipment

Pediatric standers and walkers are recycled benefits and remain the property of the Government of Alberta. AADL will provide equipment from the recycle pool first. When the equipment is not available from recycle, AADL will purchase new from a client's preferred vendor.

Exclusions

The following equipment is not funded by AADL:

- air bag bath cushions to lift a client out of or into a bathtub
- both a walker and standing frame for children under 18 months
- activity trays for use on bathing and toileting equipment
- mobile standing frames for children under seven-years-old

Policy K – 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 pediatric equipment benefits must be determined by an AADL authorizer prior to authorization.

AADL provides funding for pediatric equipment for clients who meet all the following criteria:

- Client is under 18 years old;
- Client has chronic, long-term disability affecting mobility; and
- Client's weight falls within the weight limits of the device.

AADL does not provide funding for pediatric equipment for:

- Clients 18 years old and older.
- Short-term interventions or use such as pre- or post-operative needs.
- Clients in acute or sub-acute care facilities, unless required as part of a discharge plan when the client is returning to the community.
- Options chosen for personal preference or not clinically indicated.

The AADL Assessment Summary for Pediatric Standing Frame Benefits form must be uploaded with the authorization for pediatric standing frames.

Children under 18 months will be provided a standing frame or walker if they meet any of the following additional criteria:

- Child is unable to support consistent weight through their legs and may require support in sitting.
- Child has poor upper extremity control and/or poor standing balance and is unable to use furniture or push toys to stabilize position in standing or taking steps.

Procedure

Authorizers:

- Confirm client meets AADL eligibility requirements. Consider client's previous benefit consumption:
 - Refer to Alberta Aids to Daily Living Approved Product List K – Pediatric Recycle Equipment for quantity limits at: <https://open.alberta.ca/publications/aadl-program-manual-k>
 - Refer to the patient inquiry screen on the Alberta Blue Cross online health portal and check product consumption. For benchmark, check the Reports screen to ensure there is no other authorization of the same type active.
 - Refer to Policy K – 07 Quantity and Frequency Limits for clients who are over quantity/frequency limit.
- Inform client's family/guardian of their eligibility status.

Client's family/Guardian:

- Confirm eligibility with authorizer.
- Sign Client Consent form giving consent to use personal and health information.

Vendors:

- Confirm client is not over quantity – check previous benefit consumption:

- Refer to Alberta Aids to Daily Living Approved Product List K – Pediatric Recycle Equipment to determine quantity limits for each device at: <https://open.alberta.ca/publications/aadl-program-manual-k>
- Refer to the Patient Inquiry screen on the online health portal, review the client's benefit consumption history and confirm they are eligible for the benefit.
- Refer to Policy K – 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 pediatric benefit eligibility and refers inquiries to AADL if necessary.
- Receives authorization and ensures clients meet eligibility requirements.

Policy K – 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>. Authorizers and assessors must be competent in assessments and related interventions for children with disabilities.

Pediatric equipment benefits 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.

Policy K – 04

Authorization Process

Policy Statement

Pediatric benefit authorizations are submitted through 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 pediatric equipment benefits.

Assessment

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

The assessment date is the date the assessment is completed, eligibility has been established, and equipment has been selected.

Equipment Trial

For recyclable pediatric equipment: Authorizers contact the recycle vendor first. If the equipment is available in the recycle inventory and is suitable for the client, the client can keep it. If nothing is available in the recycle inventory, then the authorizer can contact the client's preferred vendor. Pediatric equipment benefits 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 from the preferred vendor.

Authorizers must ensure the equipment can be transported to and from the environments where the client will use the equipment.

Authorization Submission

For pediatric benefits, authorizations are entered on the online health portal after the client's product consumption history has been reviewed to confirm eligibility for the benefit.

Authorizations for recycle equipment benefits are effective for the replacement period of the equipment. Benchmark equipment authorizations remain active for one year.

Procedure

Authorizers:

- Confirm client eligibility for benefit. Refer to Policy K – 02 Eligibility Criteria.
- Assess client or review assessment if assessor is not the authorizer. Client assessment must be completed in a home environment or simulated home environment and school environment if applicable.
- Complete the Generic Specification form – Large Equipment and submit to the recycle vendor to search recycle inventory. Refer to AADL Program Manual Section ZR – Recyclable Benefits: Recycle Vendor Service for recycle-out process.
- If benefit requested is over frequency limit, complete a quantity and frequency review request authorization on the online health portal and upload relevant documents. Refer to Policy K – 07 Quantity and Frequency Limits.
- Document assessment details and clinical rationale to support the provision of pediatric equipment benefits. This must be kept in the client's file and submitted to AADL or Alberta Blue Cross upon request.
- Ensure the client's family/guardian understands any costs that they may incur. See "Upgrade Costs" under Policy K – 11 Definitions.
- For recycle equipment, explain that equipment will come from the recycle inventory first. If recycled equipment is not available, then provide the client with a choice of vendors as per list of AADL-approved pediatric equipment vendors.

Alberta Aids to Daily Living Program Manual Section K – Pediatric Equipment Benefits | Policy and Procedures Manual

9

- Advise client's family that any cost-share portion must be paid to the vendor before the vendor provides the equipment.
- Have client's parent or guardian sign the Client Consent form approving use of personal and health information.
- Explain policies for the use of trial equipment to the client. Arrange for trial equipment from either the recycle vendor, or vendor of client's choice if nothing is available in the recycle inventory.
 - If from recycle, the client can keep the equipment if suitable and cost-share portion is paid. If equipment is new, it must be returned to the vendor once the trial has been completed.
- Complete authorization on the online health portal and upload the Assessment Summary for Pediatric Standing Frame Benefits form if authorizing a pediatric standing frame. Include criteria-related information to establish client's eligibility for accessories. The Assessment Summary for Pediatric Standing Frame Benefits form is available at www.ab.bluecross.ca/pdfs/aadl-pediatric-standing-frames.pdf.
- Upload the documentation from the recycle vendor if no match is available in recycle.
- Notify vendor of authorization reference number from Alberta Blue Cross and order the equipment with the vendor.
- Determine where equipment is to be delivered once authorized, and arrange for follow-up as appropriate.
- Advise client's family/guardian that AADL will not reimburse for any rental charges if the family/guardian chooses to rent equipment.

Client's family/guardian:

- Understand and agree to child's participation in assessment and trial. Comply with trialing protocol.
- Pay cost-share portion, if applicable, directly to the vendor.
- Return equipment to AADL-approved vendor after trial period is over.
- Sign Client Consent form giving permission to use personal and health information.

Recycle Vendor:

- Completes search of requested equipment in the recycle inventory data base.
- Provides written confirmation to authorizer if equipment is available through recycle inventory or not.
- Receives notice from authorizer that an approved authorization is on the online health portal.
- Collects cost-share portion from client, if applicable.
- Provides equipment as per authorization if available through recycle.

Vendors:

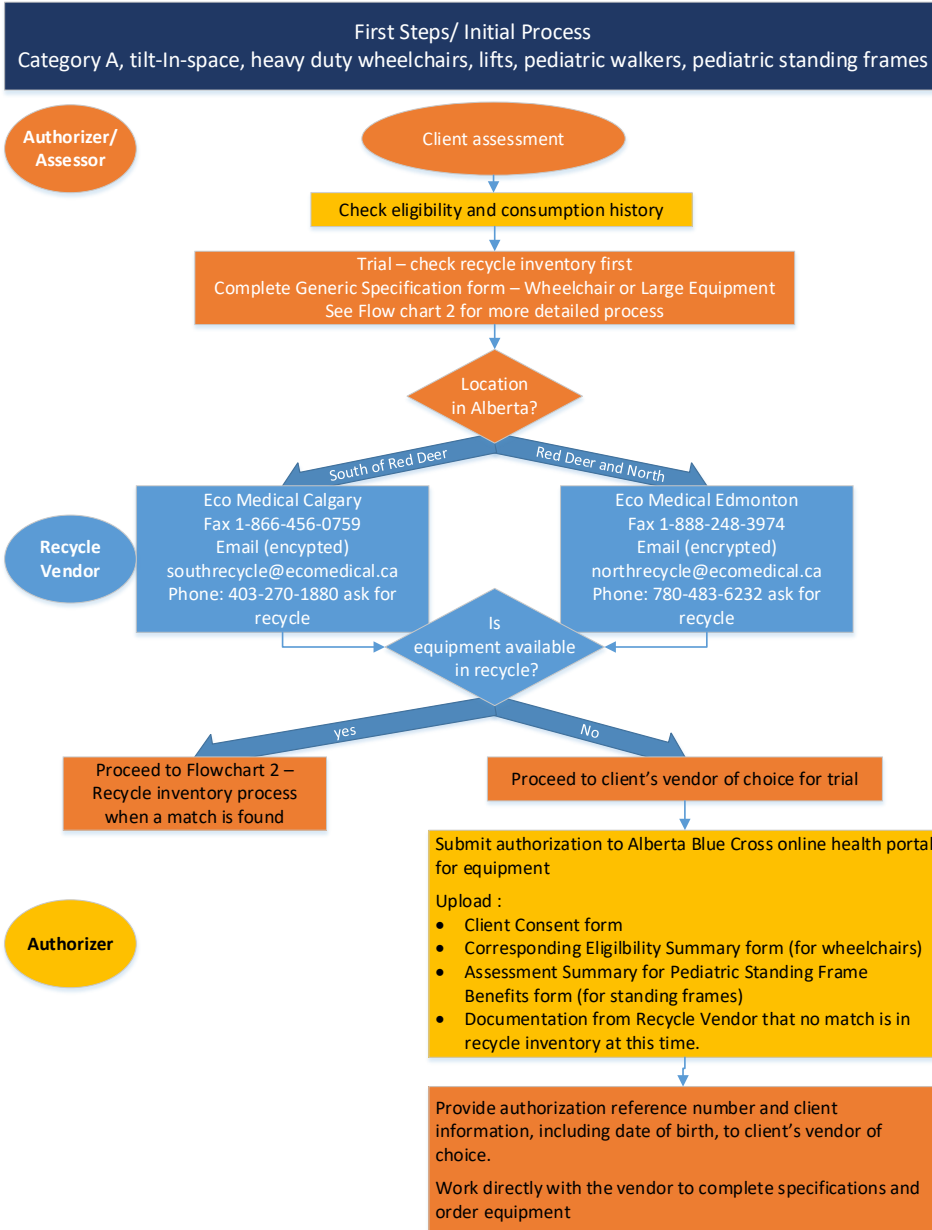
- Provide trial equipment as requested by the authorizer.
- Follow infection control practice during trial.
- Check for authorization on the online health portal and confirms eligibility by referring to client's consumption history.
- Proceed to providing benefit.

Alberta Blue Cross (for non-recycle/benchmark only):

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

Figure 1

Authorization Process Flow Chart for Pediatric Equipment



Policy K – 05

Vendor and Trained Provider Qualifications

Policy Statement

AADL-approved pediatric equipment vendors must meet the following criteria:

- Meet AADL's general vendor criteria as outlined in AADL Program Manual Section GN – General Policies and Procedures.
- Hold a standing offer contract with Service Alberta to provide pediatric equipment and agree to supply the goods in accordance with the provisions in the contract.
- Have an agreement with AADL and Alberta Blue Cross to provide benchmark pediatric equipment and/or recycle pediatric equipment.
- Comply with the requirements of an AADL facility inspection and address any deficiencies.
- Adhere to benchmark pricing for pediatric benchmark products as outlined in AADL Program Manual Section GN – General Policies and Procedures.
- Provide warranty service for any product provided through AADL funding.
- Be willing to provide any of the pediatric equipment listed on the approved products list on receipt of a valid authorization.
- Agree that while recycled equipment will be provided by the AADL recycle vendor, repairs will be done through the AADL-approved vendor for pediatric equipment.

Product/Equipment

Benchmark products:

Pediatric equipment vendors must stock on site a minimum of at least one product for the each of the following groups:

- bath seats
- toilet seats
- commodes
- sitters

Recycle Equipment:

Pediatric equipment vendors must stock on site a minimum of at least one product for the each of the following groups:

- pediatric walkers
- standing frames

At least one product from each group listed above must be on display in a vendor's showroom and fully assembled.

AADL vendors must carry common replacement parts, including suction/rubber tips, for the products they carry.

AADL vendors must ensure pediatric benefits provided through AADL funding meet all quality standards set out in the associated approved products list for that equipment.

Trained Provider Qualifications:

- Maintain a minimum of at least one trained provider on site with the knowledge and skills to perform maintenance, repairs and refurbishment on pediatric equipment.
- Ensure staff are educated on AADL policies and procedures as stated in the most current AADL Program Manual Section GN – General Policies and Procedures, Program Manual Section K – Pediatric Equipment and Alberta Aids to Daily Living Approved Product List K – Pediatric Recycle Equipment.
- Ensure staff have the necessary expertise to provide AADL benefits and associated invoicing and business processes.

See AADL Program Manual Section ZN – Recyclable Benefits: New Purchase and Repair for more details for vendors providing new equipment and Section ZR – Recyclable Benefits: Recycle Vendor Service for recycle vendor requirements.

Policy K – 06

Providing Pediatric Equipment Benefits

Policy Statement

AADL vendors must meet the qualifications under Policy K – 05 Vendor and Trained Provider Qualifications to provide pediatric equipment benefits.

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

AADL pediatric vendors provide repair and maintenance service on equipment. AADL funds repairs and maintenance for recycle pediatric equipment when cost-effective to do so.

Clients' family or guardian must notify the vendor of any equipment concerns, as well as repair or maintenance needs.

Procedure

Authorizers:

- Arrange follow-up to ensure the pediatric equipment is of benefit to the client.
- Complete documentation, including:
 - client provided with and the family/guardian understands instructions on care of the equipment (and any additional accessory)
 - client's family/guardian informed of recommendation to purchase insurance to cover equipment in case of loss, damage or theft
- Ensure satisfaction with product.

Clients' family/guardian/trustee:

- Pay the cost-share portion (unless exempt) directly to the vendor for selected equipment.
- Receive pediatric equipment and confirms satisfaction that the equipment will meet client's needs.
- Understand their responsibility for the care and maintenance of the equipment as equipment is not replaced due to damage outside of normal wear and use.

Vendors:

- Confirm client eligibility for the benefit on the online health portal prior to providing the equipment.
- Collect cost-share portion from client's family/guardian/trustee at the time the claim is submitted.
- Provide pediatric equipment according to authorization
- Provide client with written instructions on wear and care for the selected equipment.
- Document client (or person accepting responsibility for client) receipt and satisfaction with the equipment.
- Submit claim on the online health portal on the day the item is provided to the client (service date).

AADL:

- Conducts audits on authorizers' and vendors' compliance with policy and procedures for quality assurance and accountability.

Alberta Blue Cross:

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

Policy K – 07

Quantity and Frequency Limits

Policy Statement

AADL sets annual limits on the number of pediatric equipment benefits funded per eligible client based on current best practice and expected wear to the equipment.

The quantity and frequency limit for all pediatric equipment is one every four years.

Replacing equipment past the frequency limit requires an explanation on why it is being replaced. Benefits are provided to eligible clients based on need. Equipment should only be replaced when it is no longer suitable to meet the client's needs due to a change in medical condition, or the equipment cannot be cost-effectively repaired.

A quantity and frequency review request is required if equipment for a pediatric client needs to be replaced due to growth of one size or greater.

When a need to replace recycle pediatric equipment has been identified, the client must arrange for a pediatric equipment vendor to assess the equipment's condition. The vendor will advise AADL with a work order, and will obtain direction regarding repair or replacement. The vendor will inform the client of the received direction and may inform the authorizer. The authorizer may begin the quantity and frequency review request process if the required equipment is under the quantity and frequency limits for that benefit.

When considering quantity limits, authorizers should take into account that pediatric needs may have been met by benefits found in the "B" and "C" adult bathing and toileting and walking aids section. A client cannot have more than one item in one benefit for a function.

For example: A client may have one walking aid. If the client has a specialized pediatric walker, they may not also have forearm crutches ("C" benefit). Similarly, if the client has an AADL-supplied standing frame for use at home, they may not have a second AADL-supplied standing frame for use at school.

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

Equipment will only be replaced if:

- the equipment has been maintained and has been used as designed (normal wear)
- 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

Quantity and frequency review request authorizations are submitted through the Alberta Blue Cross online health portal.

Procedure

Authorizers:

- Advise clients of quantity and frequency limits.
- Explain policy and process to client, ensuring client understands.
- Consult with client when replacement of AADL equipment is required.
- Reassess the client to determine current needs. Begin quantity and frequency review process if necessary.
- For recyclable equipment – Check the recycle inventory by completing the Generic Specification form – Large Equipment prior to submitting the authorization.
 - A quantity and frequency review request is not required if client has had equipment longer than the frequency limit of the product.
- Enter quantity and frequency review authorization on the online health portal including:
 - Quantity and Frequency Review Request form

Alberta Aids to Daily Living Program Manual Section K – Pediatric Equipment Benefits | Policy and Procedures Manual

15

- Client Consent form
- (for recycle equipment only) documentation from the recycle vendor of equipment match in recycle inventory
- other supporting documentation

Clients:

- Maintain care of pediatric equipment to prolong the life of benefits provided through AADL to prevent need for premature replacement of benefit.
- Seek alternate funding for equipment needs that fall outside the quantity and frequency limits.
- Consult with AADL authorizer when replacement of AADL equipment is required.

Vendors:

- Confirm client's previous consumption to identify clients who require a quantity and frequency review request to replace a piece of pediatric equipment funded by AADL. Refer these clients to an AADL authorizer for reassessment when it is related to a condition change.
- Educate client on wear and care of equipment and availability of repair parts to prolong life of benefit and prevent need for early replacement.
- Prevent the need for quantity and frequency review requests by replacing or repairing equipment when under warranty or when it is cost-effective.
- Submit authorization for prior approval repair if over \$350 and assist in identifying equipment that is not cost-effective to repair or unsuitable for continued use.
- 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 status on the online health portal which can then be viewed on the provider portal.
- Provides notification to the authorizer when a quantity and frequency review decision is made.

AADL:

- Receives and reviews the quantity and frequency review via the Alberta Blue Cross online health portal.
- Adjudicates and notifies Alberta Blue Cross of decision.

Policy K – 08

Ownership and Responsibilities: Repairs and Returning Pediatric Equipment

Policy Statement

AADL retains ownership of pediatric walkers and pediatric standers until they are determined as surplus by AADL.

Bathing and toileting equipment and pediatric sitters are considered non-recyclable and are owned by the client.

Clients are responsible for ensuring AADL-funded equipment assigned to them is maintained on a regular basis according to manufacturer recommendations.

AADL recycle vendors participate in the AADL recycle program by providing repairs and maintenance services.

Returning pediatric walkers and standers

Pediatric walkers and standers are returned to the AADL recycle vendor when:

- the client moves out of Alberta, or for any other reason becomes ineligible for the benefit, or
- the equipment is no longer needed by the client

AADL-funded equipment, including non-recyclable goods, are never to be resold by a client, authorizer or vendor.

Repairs

Clients are responsible for keeping their AADL-funded equipment in good, safe working order through regular maintenance and repairs.

Clients must contact an AADL-approved vendor to repair AADL-owned (recycle) equipment.

See AADL Program Manual Section ZN – Recyclable Benefits: New Purchase and Repair for further information on AADL repairs on equipment.

See AADL Program Manual Section ZR – Recyclable Benefits: Recycle Vendor Service for further information on the AADL recycle program.

Procedure

Authorizers:

- Ensure client understands responsibility for care, maintenance and return of AADL-owned pediatric equipment.
- For recycle equipment: Assist client in returning equipment to the recycle vendor when it is no longer needed.

Clients:

- Ensure reasonable care and maintenance of AADL-funded pediatric equipment.
- Replace any equipment that is lost, stolen or damaged due to misuse or accidents.
- AADL recommends clients insure the equipment through a private homeowner's/tenant insurance policy.
- Contact an AADL-approved vendor with any equipment repair requests.
- Return AADL-owned pediatric equipment – walkers and standers – to the AADL recycle vendor when no longer needed by client.

Vendors:

- Review care and maintenance of AADL-funded pediatric equipment with clients.
- Repair AADL-funded pediatric equipment. Submit claims on the online health portal.

Alberta Aids to Daily Living Program Manual Section K – Pediatric Equipment Benefits | Policy and Procedures Manual

- In the case of recycle equipment, inform the authorizer if the equipment has been deemed irreparable or not cost-effective to repair by AADL so the authorizer can initiate the equipment replacement process.
- Submit authorization for prior approval on repairs and parts changes to the online health portal for approval for all repair work orders over \$350 prior to completing the work.
- Contact AADL by phone if repair is urgent.
- Arrange to have AADL-owned equipment no longer needed or deemed irreparable delivered to or picked up by the recycle vendor.

Recycle Vendor:

- Receives notice from vendor that equipment no longer needed by client or deemed irreparable is to be returned to the AADL recycle pool.
- Arranges for AADL-owned equipment to be picked up from client.
- Logs information of recycle in onto data base. See AADL Program Manual Section ZR – Recyclable Benefits: Recycle Vendor Service for recycle-in process.

AADL:

- Provides funding assistance for repairs and maintenance to AADL-owned pediatric walkers and standers.
- Reviews, prior approves and provides work order authorizations for eligible cost-effective repair work orders over \$350.
- Informs the vendor if AADL has deemed a piece of equipment irreparable or not cost-effective to repair.

Policy K – 09

Refusal of Equipment

Policy Statement

Clients who refuse equipment are not eligible for AADL funding for pediatric equipment 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.

Commented [R01]: This language is what is used in other policy sections (specifically G). Open to removing if not appropriate, but I thought this was good language and made things very clear.

Policy K – 10

Patient Claim Statement

Policy Statement

Pediatric equipment vendors must provide AADL clients with a patient claim statement for each pediatric equipment 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.

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.

Commented [RO2]: Added to align with other policies and I feel it makes sense esp. because we're dealing with equipment here. Happy to take out if it doesn't make sense.

Policy K – 11

Definitions

Approved Product List

The approved product list is a list of equipment that AADL provides funding for or purchases. Only products listed on the approved product list will be funded or purchased. This list is revised once the new purchasing agreements are in place.

Benchmark Pricing

The benchmark price is the maximum price AADL will fund for any product that fits the generic description of a benchmark benefit. The benchmark prices are listed under the column Price Maximum in each approved products list. Vendors must provide at least one item within the benchmark price.

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 piece of equipment.

Disability

An impairment that may be cognitive, developmental, intellectual, mental, physical, sensory or some combination of these and results in life activity limitations and participation restrictions.

Equipment Trial

An equipment trial involves the client and caregiver trying equipment to determine which will meet the needs of the client. Equipment will come from the recycle vendor first if available. A trial must consider environments where the equipment will be used such as the bathroom and bedroom, over solid flooring and carpet. Simulated environments are accepted.

Formal Recycle

All AADL-owned equipment is formally recycled by AADL. When the client no longer needs the equipment, it is returned to a recycle vendor. When an authorizer requests pediatric walkers or standers for a client, they first request it from the recycle inventory through the recycle vendor. When there is no suitable recycle equipment available in the recycle inventory, AADL will buy new from a client's preferred vendor.

Internal Transfer

An authorizer may reassign standard equipment from a client who no longer needs it to one who does. Some restrictions apply. See AADL Program Manual Section ZN – Recyclable Benefits: New Purchase and Repair and Section ZR – Recyclable Benefits: Recycle Vendor Service for instructions and sample of internal transfer documentation.

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.

Upgrade Equipment

Equipment that the client has paid more towards the purchase price on than AADL. Upgrade equipment becomes the client's property because they contributed more than half of the cost of the item. AADL does not pay for parts or repairs for upgrade equipment.

Valid Authorization

An authorization is considered valid when information submitted to the online health portal is correct and completed in full, the Client Consent form is signed by the client, all necessary clinical rationale is documented, the client meets the relevant eligibility criteria and any requisite prior approval has been provided.

