

March 2008

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AADL to Launch Pilot Projects

Stocking Aid and Lymphedema Garments Targeted



Stocking Aid Pilot Project

On March 25, AADL is beginning a pilot project to help eliminate the need for personal care attendants (PCA) to don and doff stockings. Clients involved in the project will be given a stocking donner and/or doffer to allow PCAs to focus on assisting clients in higher priority areas.

The project will be limited to low-income clients currently on Home Care or cases where a Home Care referral has been made for donning and doffing issues. For evaluation purposes, AADL will limit the pilot project to selected compression Home Care authorizers in each region, preferably authorizers who are currently involved in both comprehensive lower leg assessments and coordinating PCA services.

The time commitment for each authorizer will be minimal with a short online questionnaire and no additional paperwork. After receiving the stocking aid, each client will also be required to complete a short online questionnaire. Printed questionnaires will be available if clients do not have access to a computer with an internet connection.

If you are involved in lower leg assessments in a home care setting and would like to participate in this pilot project, please contact Lauran Chittim, AADL Medical/Surgical and Footwear Program Manager at (780) 422-4846 (e-mail: Lauran.Chittim@gov.ab.ca) or Linda Adams, authorization clerk, at (780) 422-8821.

Pilot Project for High-end Lymphedema Garments

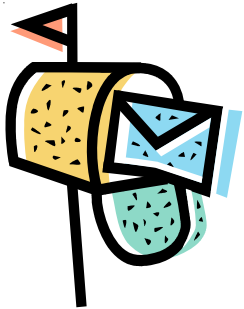
On March 25, AADL will also begin a pilot project for clients who have chronic non-resolving lymphedema with symptoms that cannot be controlled by standard compression garments (either ready-made or custom lymphedema garments). If you assess and treat lymphedema clients or and took the Cross Cancer Institute's lymphedema workshop in January 2008 and are interested in participating in this project, please contact Lauran Chittim at (780) 422-4846 for more information.



News & Information

Authorizer Alert — AADL Self-Addressed, Stamped Envelopes

With the recent AADL office move, there has been confusion about the use of the AADL self-addressed, stamped envelopes.



Envelopes with the following address can still be used because the AADL PO Box number did not change:

Alberta Aids to Daily Living
Seniors and Community Supports
PO Box 2357 Stn Main
Edmonton AB T5J 9Z9

Please continue to use these envelopes for mailing authorization forms to AADL.

If possible, please use one envelope to mail several authorization forms to reduce the number of envelopes and amount of postage. Please coordinate mailing with the other authorizers in your organization, where possible.

AADL would also like authorizers to discontinue use of any old self-addressed, stamped envelopes (e.g., envelopes with the Alberta Health and Wellness return address). Using these envelopes causes delays and extra expense for AADL. You can order new envelopes online at https://secure5.datagroup.ca/acsc/request_ext.asp. If you are unable to order online, fill out the Forms and Publication form in your manual or on the AADL website and fax it to the number on the form.

Please do not stockpile envelopes — only order enough stock for a three to four month period so there is enough for all authorizers.

Benefits and Vendor Availability



Please be aware there may not be a vendor available in rural regions for all AADL benefits. If you have any questions about vendor listings, please call (780) 422-5525.

AADL Not Accepting Electronic Forms

AADL will no longer accept electronic authorization forms that do not conform to AADL policies or procedures.

The use of these electronic forms causes confusion for our clerks because the input order does not conform with our design and fields may be incomplete.

Recent changes require the client declaration area of the original authorization form to be signed. If the client cannot sign the form, AADL now requires the signature of the person financially responsible for the client. Without a signature, the authorization form will not be accepted. AADL has made this important change due to liability considerations, and we appreciate your co-operation.

Please order your printed authorization forms online at https://secure5.datagroup.ca/acsc/request_ext.asp. If you are unable to order online, fill out the Forms and Publication form in your manual or on the AADL website and fax it to the number on the form.

Please do not stockpile forms — only order enough stock for a three to four month period so there is enough for all authorizers.

Annual Laryngectomy Supplies Benefit Increases Effective April 1

The annual reimbursement amount for laryngectomy supplies will increase from \$600 to \$800 per AADL benefit year (July 1 to June 30), as of April 1, 2008.



Tracheostomy tubes for laryngectomy clients will be included on the approved supplies list. If you have any questions or concerns please contact Patti-Jo Sullivan, AADL Hearing and Augmentative Communication Program Manager at (780) 422-6567 (e-mail: Patti-Jo.Sullivan@gov.ab.ca).

AADL Client Satisfaction Survey in March

Since 2003, AADL has conducted client satisfaction surveys through an independent research company. This year, the survey will be conducted in mid- to late-March. Clients who received AADL benefits in the last year and gave consent on the 1250/1251 form will be randomly contacted by telephone to complete a survey on their satisfaction with many aspects of AADL. The results are used to help improve the AADL program. Please reassure any clients who contact you about this survey that it is endorsed by the AADL program. Questions or concerns about the survey can be directed to Wendy Vidlak, Health Related Supports (AADL, AISH, RAMP) Accountability Consultant at (780) 427-9254 or Wendy.Vidlak@gov.ab.ca.

News & Information

AADL Cost-Share Exemption

AADL receives several hundred Cost-Share Exemption (CSE) forms monthly. The processing of these applications is slowed when the wrong tax information is submitted or is not submitted at all.

AADL requires copies of both the applicant's and the spouse's (if applicable) Notice of Assessment(s) from Revenue Canada (2006 Notice of Assessment(s) are currently being accepted when processing the CSE forms). Applications without the correct tax forms attached or without any forms attached take longer to process and return to the client. Approximately 25 per cent of all CSE forms are sent back to the client for this reason.

Only clients over the age of 65 can apply for cost-share exemption by submitting the CSE application form. Clients under the age of 65 have to apply for a Premium Subsidy through the Alberta Health Care Insurance Plan. When the client receives notification that the subsidy has been approved, please contact AADL and a CSE card will be sent to the client.

AADL's income thresholds for Cost-Share exemption are:

- Income less than \$20,970 for single coverage,
- Income less than \$33,240 for a family with no children, and
- Income less than \$39,250 for a family with children.

Please do not have clients fill out the CSE application form unless their income falls below these income thresholds. Otherwise, the application will be denied and returned to the client. Approximately 10 per cent of CSE forms are denied because income is above the thresholds.

Please also do not tell clients they are exempt from cost-sharing unless you know they are exempt. Some clients who are told they do not have to cost-share, but find out otherwise from a vendor, often refuse to pay their cost-share portion. This can make it difficult for the vendor to collect the cost share portion.

For additional information on AADL's Cost-Share Policy or application process, please contact Client Services at (780) 427-0731.

Spring Authorizer Workshops



AADL has scheduled new and refresher authorizer workshops. Please refer to the attached schedule for dates and locations. An application form is also attached.

ATTENTION

AADL will no longer mail out the bulletin/update package unless specifically requested, beginning March 2008. To request a mailed package, please e-mail Andrea Waywanko, AADL Information and Training Co-ordinator at Andrea.Waywanko@gov.ab.ca. You will be notified of AADL bulletins/updates posted on our website by a notice sent by mail.



AADL now offers a complete bulletin/manual update in one convenient PDF file. The update package is available on our public website at www.seniors.gov.ab.ca/AADL/AV/bulletins/index.asp.

Community Cancer Rehabilitation Network



The Alberta Cancer Board is developing a provincial network of rehabilitation providers with a goal of improving access to quality rehabilitation services for cancer patients across the province. The network wants to link rehabilitation providers by e-mail. The network will provide members access to oncology rehabilitation information, telehealth rounds and other educational opportunities.

All rehabilitation disciplines are welcome to join.

If you would like to be included in the network or have any questions, please e-mail Susanne Lesniak, Provincial Coordinator, Community Rehabilitation Network, at slesniak@cancerboard.ab.ca.

Medical/Surgical News

Ready-Made and Custom Lymphedema Garments

For all authorization and/or change forms for lymphedema garments, AADL requires a physician's script that states the client has chronic lymphedema and indicates which part of the body is affected. However, a physician's script does not guarantee authorization for garments through the program. It is the responsibility of the authorizer to assess and confirm that the client has chronic lymphedema prior to initiating an AADL authorization.

AADL does not provide garment assistance for those clients presenting with high output failure. Lymphedema is a low output failure, can be primary or secondary (i.e., cancer related) and is a slow, progressive condition.

Primary lymphedema is a result of a congenital defect or malformation of the lymphatic system. Secondary lymphedema is a result of the impairment of the lymph transport capacity due to damage or obstruction of the system.

The client assessment should include:

- Client history such as past surgeries, past traumas and risk factors;
- Subjective symptoms such as feelings of heaviness, and the activities that decrease the edema; and,
- Objective symptoms such as skin colour, texture, degree of edema, Stemmer's sign and limb volume (affected versus unaffected limb).

Usually, lymphedema clients present with a positive Stemmer's sign; however, some clients have chronic lymphedema and present with a negative Stemmer's sign.

As with chronic venous insufficiency, if a client is presenting with edema, it needs to be investigated by medical staff and reduced prior to authorizing garments. AADL's lymphedema garments are not intended to assist in active treatment (edema reduction). In these cases, garments cannot be authorized and the vendor cannot measure for garments until limb volume is reduced.

Physical therapists Janice Yurick and Margie McNeely have developed an education manual/teaching disc and an outstanding two-day workshop on lymphedema. For more information regarding their next course or to purchase a teaching manual/disc, please contact Susanne Lesniak, Provincial Coordinator, Community Rehabilitation Network, at slesniak@cancerboard.ab.ca.

Vendors Must Be Aware of Expiry Dates

As a vendor, it is your responsibility to ensure AADL clients are not given products that have expired. Being aware of expiry dates could have prevented an AADL vendor from giving a client expired ostomy products. The outdated product caused a reaction that resulted in the client's hospitalization.

Expiry dates on ostomy products and dressings are there for a reason — to protect the client from an adverse reaction and to protect the vendor from liability and possible legal action.

Soft Supports

Specialty suppliers, vendors and authorizers should note AADL does not provide soft supports for short-term post-operative or pre-operative use. A client is often prescribed a support after back surgery, but if the garment is required for less than six months, the client should be directed to their private insurance.

AADL will make an exception to approve these garments if sufficient clinical rationale is provided on the client's authorization form (e.g., the client is clinically required to wear this garment daily for a minimum of three months or more). Please note that a physician's script does not determine eligibility. It is the responsibility of the authorizer or specialty supplier to determine the client's eligibility for AADL assistance.

Dressing Supplies — Interactive Dressings

AADL has been receiving authorization forms for interactive dressings containing silver. These dressings are not an AADL benefit, and an authorizer should not request a vendor to substitute product because this jeopardizes the vendor's contract.

All authorizations for interactive dressings are for six months only, based on best practice and current research. There are no automatic extensions and AADL will not accept change forms for interactive dressings.

Wounds should be re-evaluated and reassessed based on best practice for chronic wounds and your individual regional wound care protocols. If the current dressing remains the best option for the wound after evaluation, please contact Lauran Chittim at (780) 422-4846 for an extension of the authorization. For wounds requiring an extension greater than 12 months, a QFR form needs to be submitted along with pictures of the chronic wound.

Information on best practice for chronic wound care is available at www.cawc.net and www.rnao.org.

Mobility & Equipment

Overhead Track Lifters

Effective immediately, there is no longer a requirement for an overhead track lifter to replace two other pieces of large equipment. Please note that the extra information on the authorization form must still address client readiness/ability to fund the cost of the track and installation. Please update your Manual L Policies and Procedures and the Section L APL with the updated pages.

A client may have one piece of equipment for lifting, one for toileting and one for bathing, if needed. This reduces QFR submissions when a client needs both a shower commode and a track lifter.

Product Expansion from Hydraulic to Battery-Operated Lifters

Effective immediately, AADL will begin providing battery-operated patient lifters instead of hydraulic ones. Please update your Manual L Policies and Procedures and the Section L APL with the updated pages.



AADL purchased a significant supply of new battery-operated lifters and has placed them into the recycle pool. These will be available for recycle-out at minimal cost to the client. Clients being assessed for patient lifters should be trialling battery-operated ones from the vendors. AADL expects to phase out the hydraulic lifts.

Clients who currently have a hydraulic lift on loan from AADL will

be contacted by letter and invited to see an authorizer for an authorization to change out their current hydraulic lifter. Clients will also be advised that once they receive a battery-operated lifter, they may request to keep the hydraulic lifter on loan for “back up” use in the event of a mechanical failure or they can return the hydraulic lifter to a recycle vendor.

Once the client does not need a lifter, they must return the lifter to a recycle vendor.

Clients currently using a Hoyer lift and replacing it with the H-HPL-402 Hoyer lift can continue to use their slings. AADL encourages that a Hoyer be used to replace a Hoyer. Clients who request a Hoyer Advance-E lift will require new slings (see L APL L320 Professional Series Slings). Those currently using another brand of lifter, or those changing to a BHM lifter, will also require replacement slings.

Changing slings within a four-year period will require a QFR to be completed and approved.

When You Order Slings

AADL requests that orders for lifters and slings be sent to AADL on separate 1250 forms. This helps the AADL staff to process the forms. It is also easier for vendors who may have to trial slings once the lift has been provided.

Short Wait for Wheelchairs



AADL staff have worked hard to successfully reduce the waiting list for wheelchairs. You might be surprised by the current turn around time. As this newsletter is being printed, the in-house wait time for wheelchairs is only a couple days. Thumbs up to both the wheelchair purchasing and recycle staff!

Authorization Correction Forms

Please remember that the pink forms are NOT to be used with large equipment — this is stated on the form. If you have made an error on an authorization form for a G, K, L or W benefit, please e-mail or fax the information to the appropriate purchasing clerk as quickly as possible. Contact information is on your phone list.

State the Model

Please state the model when authorizing a battery-operated bath lift or similar benefits if there are several model choices under one catalogue number. Without this information, the purchasing clerk has two choices: order a model that may not fit, or to delay the order and make a call to the authorizer for information.

These omissions cause excessive delays for AADL.

AADL Expectations for Equipment Trial

AADL requires clients (and caregivers) trial a wheelchair in the client's home before it is authorized, and that vendors provide trial wheelchairs. Vendors have requested the trial period to not exceed three days. The trial must include access to the home and rooms in the home, how the chair will be transported in vehicles and environments where the chair will be used, such as school/work/community and outdoors (especially in rural settings).

At the end of the trial period, the authorizer must arrange to have trial equipment returned. The client may not keep the trial equipment for ongoing use. Guidelines have been prepared by the Medical Surgical Dealers' Association for authorizers and clients. These guidelines describe vendor expectations and client responsibilities for trial equipment

More information is in the “Authorizer Copy” and “Client Copy” guidelines in the Appendices of Section W of the AADL Policy and Procedures Manual.

The Back Page



Educational Opportunities

Pride Power Wheelchair Training Courses

March 18, 2008 at Edmonton Ramada Inn Kingsway
or
March 20, 2008 Calgary Greenwood Inn N.E. in Calgary

For a registration form, contact Quantum Specialist
Marcy Antonio at (403) 827-0250

Canadian Association of Wound Care S-Series

April 4-5, 2008 in Edmonton

AADL recommends this course to promote best practices in wound care for authorizers who are physical therapists, occupational therapists and registered nurses.

For more information about the S-Series, go to www.cawc.net/open/education/S1-3overview.html.
More information about the Canadian Association of Wound Care is available at www.cawc.net.
To register, e-mail: cawc@sympatico.ca. Early registration is recommended as seats are limited.

Compression Stockings Vendor Training

Sigvaris Fitters Course — March 25 in Calgary and March 27 in Edmonton

Jobst Fitters Course — March 17 in Edmonton

Please call the manufacturer's 1-800 number or your local manufacturer representative for more information.

Urology Daze 2008 – Urology Potpourri

Sponsored by the Urology Nurses of Canada
April 11, 2008 at Ital-Canadian Seniors Centre
9111 - 110 Avenue, Edmonton



This event is for health care professionals with an interest in the management of urological conditions.

For more information, contact **Debbie Esau** at debbie_esau@hotmail.com or **(780) 735-4761**.



AADL Program Manual Updates

SECTION	REMOVE FROM MANUAL	REPLACE IN MANUAL	COMMENTS
Program Manual Table of Contents	Pages 1 and 2	Pages 1 and 2	Updated
Authorizer Workshop Schedule/Application	Authorizer Workshop Schedule/Application	Authorizer Workshop Schedule/Application	Updated
AADL Telephone Listing	AADL Telephone Listing	AADL Telephone Listing	Updated
AADL Complaint Form	AADL Complaint Form	AADL Complaint Form	Updated address
F	Current Manual F	Custom-Made Footwear Benefits Manual Shoe Elevations Benefits Manual	Download from website Download from website and place after Custom Footwear Vendor List
H	Current Manual H	New Manual H	Download from website
K	Pediatric Equipment APL Cover	Pediatric Equipment APL Cover	Updated
L	Pages L-1, L-2 and L-19 to L-23; APL-L-1 to APL-L-7	Pages L-1, L-2 and L-19 to L-26; APL-L-1 to APL-L-9	Added lifts and slings
N	AADL Vendor Fitting Form	Insert after "Components of a Lower Leg Assessment"	New
O	Current Manual O; Orthotic Vendor List	New Manual O; Orthotic Vendor List	Download from website Updated
P	Current Manual P; Prosthetic Vendor List	New Manual P; Prosthetic Vendor List	Download from website Updated
W	Category "D" Wheelchair Client Declaration Adult Power Chair Application (pages 1 to 4) Pediatric Power Chair Application (pages 1 to 4) Wheelchairs APL Cover	Category "D" Wheelchair Client Declaration Adult Power Chair Application (pages 1 to 4) Pediatric Power Chair Application (pages 1 to 4) Wheelchairs APL Cover	Updated address Updated address Updated address Updated
X	Seating Clinic Referral (two pages)	Seating Clinic Referral (four pages)	Updated, includes equipment trial

Included in this bulletin is a list of vendor changes from September 15, 2007 to February 22, 2008. Please update your lists with these changes. For the most recent vendor list, please use the latest list on the website and update it with any changes from the Vendor Changes attachment with the mailed version of this bulletin or on the website.