



POLICY & PROCEDURE MANUAL

GENERAL POLICIES AND PROCEDURES



TABLE OF CONTENTS

GENERAL POLICIES & PROCEDURES

PROGRAM BACKGROUND:

Program Benefits	*GN 1-10
Policy Revisions & Distribution	GN 1-20
Forms & Publications	GN 1-30
Benefit Evaluation	GN 1-40
Approved Product List	GN 1-50

CLIENTS:

Client Eligibility	GN 2-10
Client Choice of Vendor	GN 2-20
Client Responsibilities	GN 2-30

COST-SHARE:

Definition of Cost-Share	GN 3-10
Cost-Share Exemption Criteria	GN 3-20
Cost-Share Exemption Reapplication	GN 3-30
Cost-Share Exemption Card	GN 3-40
Cost-Share Exemption Maximum \$500 Contribution	GN 3-50
Cost-Share Appeal Process	GN 3-60

QUANTITY AND FREQUENCY REVIEW AND DIRECTOR APPEAL:

Quantity and Frequency Review Process	GN 4-10
Quantity and Frequency Review Process Limits	GN 4-20
Quantity and Frequency Review Process Submissions	GN 4-30
Quantity and Frequency Review Committee	GN 4-40
Quantity and Frequency Review Committee Submissions	GN 4-50
Director Appeal Process	GN 4-60

COMPLAINT REGISTRY:

Complaint Registry Background	
Types of Complaints Accepted	GN 5-10
Complaint Submission	GN 5-20
Client Verbal Complaint Submission	GN 5-30
Complaint Processing	GN 5-40
Complaint Investigations	GN 5-50
Action Requests	GN 5-60
Complaint Registry Database and Compiling Results	GN 5-70
Sharing/Communicating/Using Complaint Registry Database Results	GN 5-80
Privacy	GN 5-90
Complaints Filed by AADL	GN 5-100

*GN = GENERAL POLICIES & PROCEDURES



TABLE OF CONTENTS CONTINUED

AUTHORIZER:

Application to be an Authorizer	GN 6-10
Approval of Authorization Status	GN 6-20
Refresher Workshops	GN 6-30
Re-application Process	GN 6-40
Authorizer Responsibilities	GN 6-50
Determination of Eligibility for Benefits	GN 6-60
Explaining Policies & Procedures to Clients	GN 6-70
Continuing Competency	GN 6-80
Providing Documents	GN 6-90
Information Changes	GN 6-100
Compliance Monitoring	GN 6-110

VENDOR SECTION

• SECTION 1 Vendor Registration, Orientation & AADL Approved Status	21
• SECTION 2 Service Accessibility	23
• SECTION 3 General Requirements	24
• SECTION 4 Employee Qualifications	24
• SECTION 5 Vendor Accountability	25
• SECTION 6 Client Documentation	26
• SECTION 7 Provision Of Benefits	27
• SECTION 8 Pricing & Invoicing	28
• SECTION 9 Promotion Of Benefits	30
• SECTION 10 Reporting & Auditing	31
• SECTION 11 Disciplinary Actions	31
• SECTION 12 Specialty Suppliers	34



PROGRAM BACKGROUND

The Alberta Aids to Daily Living (AADL) program was established by the Government of Alberta on March 1, 1980.

Mandate Statement:

The AADL program assists Albertans with chronic disabilities or palliative needs, by enhancing their independence in their residence and in the community.

AADL:

- Establishes scope of benefits provided.
- Establishes clinical eligibility.
- Determines pricing of medical equipment and supplies
- Encourages best practice in client assessment and care through education and cooperation with clinicians and suppliers.

Principles:

1. **Client Focus:** Respects an individual's right to dignity, self-determination and risk by supporting their right to make choices and decisions.
2. **Client Independence:** Encourages client independence through the provision of AADL benefits.
3. **Client Responsibility:** Promotes client responsibility and accountability associated with health risks, benefits and consequences.
4. **Needs Based:** Provides benefits assessed by AADL authorized health professionals based on the client's basic medically assessed needs. Encourages best practice in client assessment and care through education for clinicians and vendors.
5. **Accessibility:** Facilitates reasonable and timely access to AADL benefits.
6. **Partnerships:** Liaises with other community based services and advocacy groups in the delivery of AADL benefits and provides information to clients regarding health related services.
7. **Program and Stakeholder Accountability:** Demonstrates program stewardship and accountability through the effective delivery of benefits. Remains fiscally responsible and looks for new, better and more efficient ways of providing services. Program stakeholders include AADL, Clients, Authorizers, Specialty Assessors, Specialty Suppliers, Vendors and Regional Health Authorities.



PROGRAM BENEFITS

Policy Statement:

1. The AADL program provides a wide range of benefits to eligible Albertans including:

- Amplification Devices
- Back and abdominal supports
- Bathing and toileting equipment*
- Burnscar garments
- Compression stockings and garments
- Custom-made footwear
- Custom-made ocular prostheses
- Dressing supplies
- Homecare beds and accessories*
- Incontinence supplies (diapers and catheters)
- Injection supplies (not provided for insulin injections)
- Laryngectomy equipment and supplies
- Mastectomy prostheses
- Orthotic braces (not foot orthotics)
- Ostomy supplies
- Oxygen
- Patient Lifters*
- Pressure reduction overlays
- Prosthetic devices
- Respiratory equipment*
- Shoe elevations
- Specialized paediatric equipment*
- Specialized seating devices
- Therapeutic Shoes with Custom Modifications
- Transfer Aids
- Walkers and walking aids
- Wheelchair cushions and accessories
- Wheelchairs, manual and power*

- Vision aids – Administered by CNIB

* Equipment received may be formally recycled

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POLICY REVISIONS & DISTRIBUTION

Policy Statement:

AADL is responsible for developing and disseminating all policies and procedures associated with the program.

Procedure:

AADL:

1. Develops policies and procedures and consults when necessary.
2. Obtains appropriate approval prior to dissemination of policy and procedures.
3. Disseminates revised and new policies to all stakeholders.

Authorizers/Speciality Assessors/Specialty Suppliers/Vendors:

1. Provide input to AADL upon request.
2. Access current policies and procedures from the AADL website.
3. Keep all information current in their AADL program manual.

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FORMS & PUBLICATIONS

Policy Statement:

All requests to AADL must be submitted on the designated AADL forms.

Procedure:

Clients:

1. To view AADL forms on our website:
http://www.seniors.gov.ab.ca/AADL/AV/forms_brochures/index.asp#client

Authorizers/Speciality Assessors/Specialty Suppliers & Vendors:

1. To view AADL forms on our website:
http://www.seniors.gov.ab.ca/AADL/AV/forms_brochures/index.asp#client
2. To order AADL forms and publications:
 - a) Website: https://secure5.datagroup.ca/acsc/request_ext.asp. OR
 - b) Complete form at
http://www.seniors.gov.ab.ca/AADL/AV/manual/PDF/04_re-order_form.pdf and fax to Form Fax Line (780) 422-1695.
3. To order Alberta Health and Wellness premium subsidy forms:
 - a) Call (780) 427-1432 in Edmonton. Toll free from other areas of Alberta: 310-0000 then when prompted dial (780) 427-1432.
 - b) Website at: http://www.health.gov.ab.ca/ahcip/ahcip_forms.html
 - c) Mail: Alberta Health and Wellness, P.O. Box 1360, Station Main, Edmonton, AB, T5J 2N3.

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BENEFIT EVALUATION

Policy Statement:

AADL continuously reviews benefits provided under the program.

Procedure:

Authorizers/Specialty Assessors:

1. Advise AADL of product performance.
2. May be asked to participate in ad hoc committees.

Vendors/Specialty Suppliers:

1. Advise AADL of product performance.
2. Advise AADL of changes in specifications of products.
3. May be asked to participate in ad hoc committees.

AADL:

1. Determines product inclusion or exclusion from an Approved Product List, Catalogue Listing or Contract Schedule.
2. Disseminates Approved Product List, Catalogue Listing or Contract Schedule.

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APPROVED PRODUCT LIST, CATALOGUE LISTING OR CONTRACT SCHEDULE

Policy Statement:

Information about products provided through AADL may be found on an Approved Product List, a Catalogue Listing or on a Contract Schedule. This information includes:

1. Products by benefit area.
2. A reference number
3. A description.
4. A maximum price.

Procedure:

AADL:

1. Determines:
 - a) Additions and deletions to these lists.
 - b) Description of the product.
 - c) Maximum price.
 - d) Reference number for each product.
 - e) Quantity and frequency of benefits.
 - f) Eligibility criteria
2. Disseminates product information to Authorizers, Vendors and Specialty Suppliers.

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CLIENT ELIGIBILITY

Policy Statement:

All clients must meet the following criteria to be eligible for AADL benefits.

1. Be a permanent resident of the Province of Alberta.
2. Reside at home or in a community setting.
3. Have a valid Alberta Personal Health Number (PHN).
4. Require benefits due to a long term disability or chronic illness (6 months or longer) or palliative diagnosis. Exceptions are identified in the specific benefit area.
5. Have an authorization completed by an AADL Authorizer or Specialty Supplier.
6. Meet additional criteria defined by the specific benefit areas.
7. Sign the "Client Declaration Section" of the AADL Authorization form.

Albertans in acute care hospitals are eligible to receive specific AADL benefits if they:

1. Are identified as medically stable.
2. Have a completed discharge plan.
AND/OR
3. Are assessed and approved for placement in a continuing care centre.
4. Are paying continuing care resident fees.

Albertans who are eligible for health benefits from:

1. Non-Insured Health Benefits Program (NIHB), Health Canada
2. Workers' Compensation Act
3. Department of Veterans Affairs Act (Canada) - A Clients
4. Federal programs such as: RCMP and Armed Forces
5. Correctional Institutions
6. Private insurer

should access the applicable program *prior* to applying to AADL.

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Procedure:

AADL:

1. Adheres to the Public Health Act AADL Regulations in regards to client eligibility.
2. Determines specific benefit eligibility criteria.
3. Validates the client's eligibility.

Authorizers/Assessors/Specialty Assessors/Specialty Suppliers:

1. Ensure the client meets the eligibility criteria prior to being authorized for benefits.
2. Ensure the client signs the "Client Declaration Section" of the AADL Authorization form. If the client is unable to sign, provide the name and phone number of the individual who is financially responsible for this client (Minor: Parent/Legal Guardian, Adult: Informal Trustee/Enduring Power of Attorney/Legal Trustee). This individual is also required to sign and print their name on this form on behalf of the client.
3. Refer individuals to the appropriate agencies/organizations for equipment/supply needs if the client is not eligible for AADL benefits.

Clients:

1. Sign the "Client Declaration Section" of the AADL Authorization form. If the client is unable to sign, provide the name and phone number of the individual who is financially responsible for this client (Minor: Parent/Legal Guardian, Adult: Informal Trustee/Enduring Power of Attorney/Legal Trustee). This individual is also required to sign and print their name on this form on behalf of the client.

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CLIENT CHOICE OF VENDOR

Policy Statement:

Clients must choose a vendor. Authorizers must provide clients with a choice of vendors and must advise clients that a full list of all AADL approved vendors is available.

Procedure:

AADL:

1. Creates and maintains the vendor list.

Authorizers/Specialty Assessors:

1. Provide **each** client with:
 - a) Contact information for a minimum of three vendors. In some geographic areas and for some benefits, there may not be a choice of 3 vendors.
 - b) A full list of all approved vendors upon request.

Clients:

1. Choose a vendor and inform the Authorizer, Specialty Assessor or AADL.

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CLIENT RESPONSIBILITIES

Policy Statement:

Clients who receive benefits through the AADL program must comply with the AADL policies and procedures.

Procedure:

Clients:

1. Participate honestly and fully in their assessment; including any testing required to determine eligibility. Clients must also follow any clinical recommendations.
2. Must be aware of the specific benefit's eligibility criteria. Ask questions and express concerns to their Authorizer/Specialty Assessor/Specialty Supplier/ Vendor or AADL.
3. Comply with AADL policies and procedures.
4. Provide documentation to determine their cost-sharing status.
5. Pay cost-share portion of benefits directly to Specialty Supplier or Vendor.
6. Consult AADL Program Manager if \$500 cost-share amount has been reached, but Cost-Share Exemption Card has not been received and thus the 25% cost-share is charged on subsequent purchases.
7. Pay 100% of costs above AADL maximum contribution.
8. Pay for the installation of any program benefit.
9. Abide by AADL/Vendor Trial or Loan policies.
10. Request or accept only equipment and/or supplies that will be used.
11. Take proper care of and be responsible for all benefits received through AADL.
12. Acknowledge that AADL does not replace lost, damaged due to misuse or stolen benefits and obtain appropriate insurance as required.
13. Return recyclable equipment to the Vendor when it is no longer required, or if client is permanently moving outside the Province of Alberta.
14. Sign the AADL Client Declaration form.
15. Consult with another Authorizer/Specialty Supplier or AADL staff when there are unresolved assessment issues with the initial Authorizer/Specialty Supplier.
16. Submit requests to AADL Director that fall outside the program limits.

Authorizers/Specialty Assessors/Specialty Suppliers/Vendors:

1. Advise clients of these responsibilities.
2. Explain to clients AADL policies and procedures

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DEFINITION OF COST-SHARE

Policy Statement:

The AADL program is a cost-share program. Clients and AADL share the cost of approved benefits received through the program. Some clients are cost-share exempt (refer to Policy Number GN 3-30).

Procedure:

Clients and/or Families:

1. Pay 25% of AADL maximum contribution for benefits received directly to the providing vendor or manufacturer.
2. Contribute no more than a maximum of \$500 per family, per benefit year (July 1st to June 30th) for all benefits received. Upgrade charges (see glossary definition) are not included in the \$500 cost-share maximum.
3. Are exempt from additional cost-sharing for the remainder of the benefit year once the maximum annual contribution of \$500 per family is reached.
4. Clients continue to be responsible for any upgrade charges on benefits supplied after they reach the maximum annual cost-share contribution.

AADL:

1. Monitors the client's cost-share status.
2. Provides clients with a Cost-Share Exemption card when the maximum annual cost-share contribution has been reached.

Vendors:

1. Verify the client's cost-share status using e-business, Interactive Voice Response System or Cost-Share Exemption card.
2. Calculate the cost-share portion for the benefit(s) provided.
3. Must collect the cost-share payment from the client.
4. Report cost-share on the claim invoice to AADL.

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COST-SHARE EXEMPTION CRITERIA

Policy Statement:

Clients receiving income supplement benefits from specific Alberta government programs (identified below) may be exempt from AADL cost-share policy.

Procedure:

Clients:

1. **Clients Under 65 Years** may be eligible for Cost-Share Exemption if they receive:
 - a) Income Support Program benefits:
 - i. Contact AADL Client Services.
 - b) Assured Income for the Severely Handicapped (AISH):
 - i. Contact AADL Client Services.
 - c) Adult Health benefits:
 - i. Contact AADL Client Services.
 - d) Alberta Health and Wellness Premium Subsidy (Refer to Policy GN 1-30):
 - i. Contact Alberta Health & Wellness for a Premium Subsidy application form.
 - ii. Complete and submit application form to Alberta Health & Wellness.
 - iii. Contact AADL Client Services when the premium subsidy is approved.
 - iv. Must apply each year.
 - e) Alberta Health and Wellness Temporary Premium Subsidy (Refer to Policy GN 1-30).
 - i. Contact Alberta Health & Wellness directly for Waiver of Premium application form.
 - ii. Complete and submit application form to Alberta Health & Wellness.
 - iii. Contact AADL Client Services when the waiver is approved.
 - f) Children Services (minors in foster care):
 - i. Contact AADL Client Services.

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2. Clients 65 Years and Older; and clients under 65 years with a spouse who is over the age of 65 years may be eligible for Cost-Share Exemption or AADL Temporary Cost-Share Exemption (due to recent financial hardship):

To obtain a Cost-Share Exemption card:

- a) Contact AADL Client Services, your Assessor, Specialty Assessor, Supplier or Vendor for an AADL Application for Cost-Share Exemption form or Temporary Cost-Share Exemption form.
- b) Complete and submit the form to AADL. For the Cost-Share Exemption form only, include a copy of the Notice of Assessment (available from Revenue Canada) for the previous tax year.

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COST-SHARE EXEMPTION REAPPLICATION

Policy Statement:

Clients who are cost-share exempt may need to reapply prior to the end of the benefit year (June 30th) for Cost-Share Exemption for the next benefit year starting July 1st.

Procedure:

Clients:

1. Clients Under 65 Years who are Cost-Share Exempt:
 - a) Reapply to AADL Client Services for renewal of their cost-share exempt status prior to the end of the benefit year (June 30th).
2. Clients 65 Years and Older; and clients under 65 years with a spouse who is over the age of 65 years who are Cost-Share Exempt:
 - a) If a client has a Cost-Share Exemption card and client has received an AADL benefit in the previous benefit year, the client does not have to reapply. Cost-Share Exemption cards for the new benefit year will be automatically issued by AADL at the beginning of the benefit year (July 1).
3. All clients with a Temporary Cost-Share Exemption card:
 - a) A Temporary Cost-Share Exemption card is viable for all or part of a benefit year, with expiry at the end of the benefit year (June 30). Reapplication is required if the need continues to exist.

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COST-SHARE EXEMPTION CARD

Policy Statement:

Each client who is exempt from cost-sharing will be issued a Cost-Share Exemption Card that:

1. Is valid for the AADL benefit year (July 1st to June 30th).
2. Is to be shown to AADL Specialty Assessors, Specialty Suppliers and Vendors in order to receive the Cost-Share Exemption.

This card does not exempt the client from being responsible for the costs above AADL maximum contribution.

Procedure:

Clients:

1. Apply for Cost-Share Exemption according to Policy Number GN 3-20.
2. Reapply for Cost-Share Exemption status according to Policy Number GN 3-30.
3. Show the Cost-Share Exemption card to AADL Specialty Assessors, Specialty Suppliers and Vendors.

Speciality Suppliers/Vendors:

1. Invoice AADL for the AADL maximum contribution.
2. Invoice clients for costs above AADL maximum contribution.

AADL:

1. Provides eligible clients with Cost-Share Exemption Cards.
2. Updates clients' cost-share status on the AADL database.

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COST-SHARE EXEMPTION MAXIMUM \$500 CONTRIBUTION

Policy Statement:

When an individual or family (as identified by Alberta Health Care Registration) has paid the \$500 maximum AADL benefit year contribution, the individual or family becomes cost-share exempt.

Procedure:

AADL:

1. Monitors individual or family cost-share contributions.
2. Provides a Cost-Share Exemption card to the individual or family members when the maximum AADL benefit year contribution is reached.
3. Refunds client any cost-share amount exceeding the \$500 maximum AADL benefit year contribution.

Clients:

1. Receive Cost–Share Exemption card from AADL.
2. Show Cost-Share Exemption card to Speciality Assessor/ Specialty Supplier/ Vendor when obtaining further benefits.
3. Cost-Share Exemption status will end June 30.

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COST-SHARE APPEAL PROCESS

Policy Statement:

Clients may appeal their cost-share status if they believe they will experience financial hardship by cost-sharing. AADL cost-share appeals are handled by the Citizens' Appeal Panels, which are comprised of citizens-at-large appointed by the Alberta government. The panels are located in 30 communities across the province and are independent, quasi-judicial bodies.

Procedure:

Clients:

1. Complete AADL Cost-Share Exemption Notice of Appeal form: Application forms are available from AADL Client Services or the website. Within the Edmonton area, call (780) 427-0731. Toll free from other areas of Alberta: 310-0000 then, when prompted, dial (780) 427-0731.
 - a. Web site address:
http://www.seniors.gov.ab.ca/AADL/AV/forms_brochures/pdf/aadl0993.pdf
 - b. Complete the appeal form and submit it to AADL at 10th Floor, Milner Building, 10040-104 Street, Edmonton, AB T5J 0Z2.

AADL:

1. Receives appeal applications.
2. Approves the appeal or forwards to the Cost-Share Appeal's Secretariat.
3. Notifies the client in writing of the appeal decision as soon as possible.
4. Updates the client's cost-share status if any changes.

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QUANTITY AND FREQUENCY REVIEW PROCESS

Policy Statement:

AADL benefits have pre-determined quantity and frequency limits which are established by the AADL Program based on best practice and current research. AADL will consider submissions that exceed these limits. The submission must be made according to the AADL defined procedures.

Requests for benefits that exceed the pre-determined limits will only be considered when supported by an Authorizer/Specialty Supplier and there is a demonstrated clinical need.

Exceptional requests are dealt with at the discretion of the Director.

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QUANTITY AND FREQUENCY REVIEW PROCESS LIMITS

Policy Statement:

The Program Manager and Quantity & Frequency Review Committee **do not have** the authority to make decisions or recommendations associated with:

- Medical Equipment and/or Supplies which are not AADL Program benefits
- AADL Program Cost-Share Exemption Appeals (Refer to Policy GN 3-60)
- Benefits for which the client does not meet the eligibility criteria
- Replacement of lost, stolen or damaged benefits
- Replacement of benefits due to misuse
- Replacement of benefits for reasons of convenience or lifestyle
- Replacement of benefits due to technological advancements
- Costs above AADL maximum contribution

Procedure:

Authorizers/Specialty Suppliers:

1. Inform clients that cost of benefits that fall within the limits of the above list will be the client's responsibility. Alternatively, refer the client to another funding source.

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QUANTITY AND FREQUENCY REVIEW PROCESS SUBMISSIONS

Policy Statement:

All submissions for review under the Quantity and Frequency Review process must follow the AADL defined procedures.

Procedure:

Authorizers/Specialty Assessors/Specialty Suppliers must:

1. Advise the client that, if the Authorizer/Specialty Supplier determines the client has a clinical need, the Authorizer/Specialty Supplier shall make a submission for additional benefits on the client's behalf.
2. Advise the client of the Quantity and Frequency Review process and procedures.
3. Complete the **Quantity and Frequency Review Request form**
http://www.seniors.gov.ab.ca/aadl/av/forms_brochures/pdf/qfr_form.pdf
4. In addition, the following forms need to be complete for specific needs:
For Disposable Supplies:
The Quantity and Frequency Review Request form for Disposable Supplies
http://www.seniors.gov.ab.ca/aadl/av/manual/PDF/quantity_and_frequency_review_request_for_disposable_supplies.pdf

For Intermittent Catheter Supplies:

The Quantity and Frequency Request for Intermittent Catheter Supplies form.
http://www.seniors.gov.ab.ca/aadl/av/manual/PDF/quantity_and_frequency_request_for_intermittent_catheter_supplies.pdf

For Wheelchair Cushions, scrap issue:

The AADL Wheelchair Cushion Replacement Request – Scrap Issue form
http://www.seniors.gov.ab.ca/aadl/av/manual/PDF/56_qfr_form_1_wheelchair_cushions_scrap.pdf

For Wheelchair Cushions, Client issue:

The AADL Wheelchair Cushion Replacement Request – Client Issue form
http://www.seniors.gov.ab.ca/aadl/av/manual/PDF/57_qfr_form_2_wheelchair_cushions_client.pdf

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For Wheelchair Replacement:

The AADL Manual Wheelchair Replacement Request form

http://www.seniors.gov.ab.ca/aadl/av/manual/PDF/63_qfr_form_manual_wheelchair.pdf

5. Obtain the client's written consent.
6. Include copies of required clinical documentation, (i.e. AADL lower leg assessment, audiogram).
7. Provide a copy of the complete request to the Client
8. Submit the request within 20 working days of the assessment. This time frame may be extended at the discretion of the Program Manager.

Client:

1. Agrees with the Authorizer/Specialty Assessor/Specialty Supplier making a submission on client's behalf.
2. Signs appropriate form indicating written consent for submission.

AADL Appeals Coordinator:

1. Logs receipt of submission and forwards to appropriate benefit area.

AADL Program Manager:

1. Reviews request and advises the Appeals Coordinator to return incomplete request to the Authorizer/Specialty Assessor/Specialty Supplier.
2. Makes decision to accept or deny request.
3. Documents decision on AADL mainframe.
4. Provides decision to the Appeals Coordinator.

AADL Appeals Coordinator:

1. Logs decision.
2. Sends notification of decision to the Client, Authorizer/Specialty Assessor/Specialty Supplier.

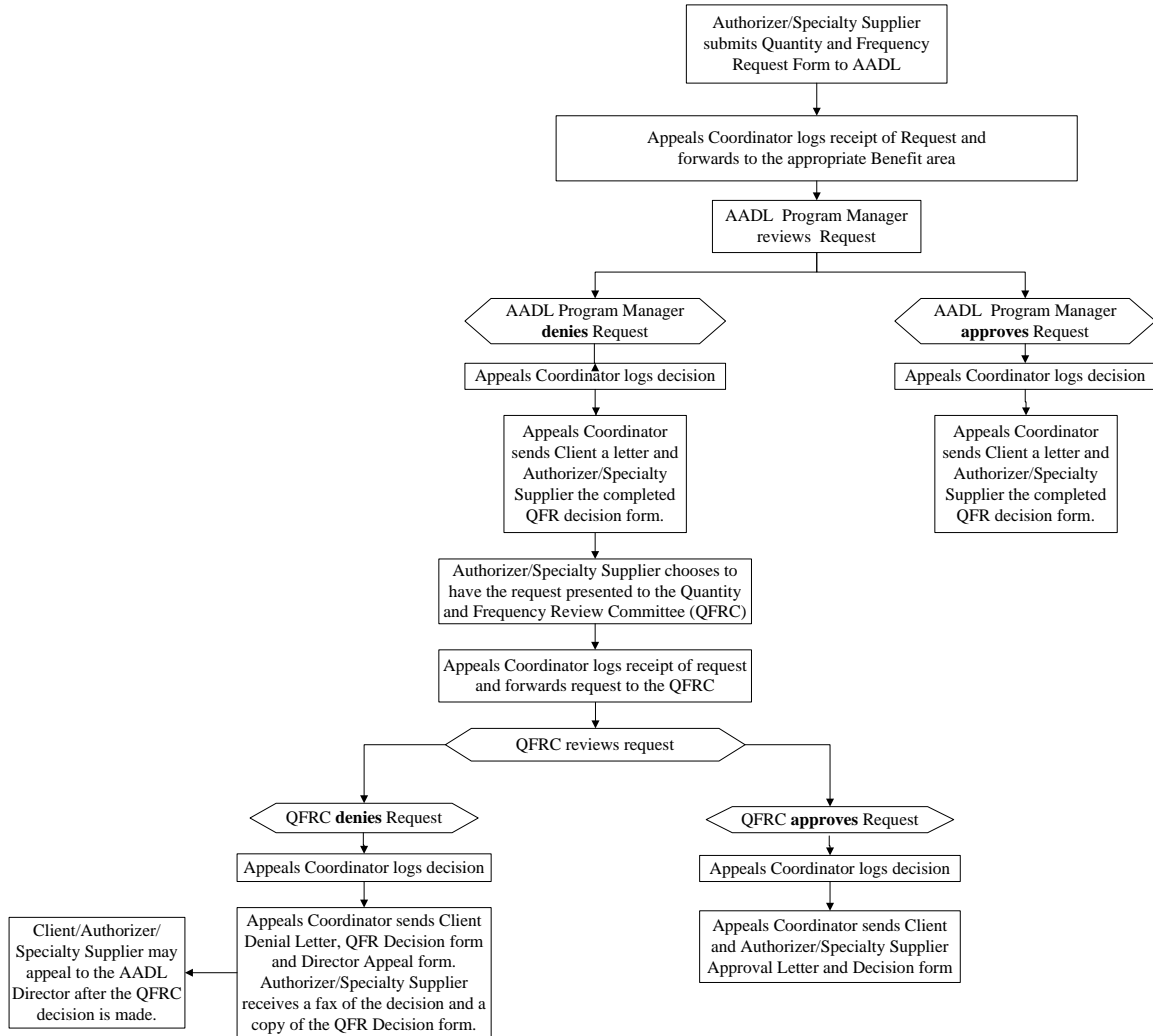
Authorizers/Specialty Assessors/Specialty Suppliers:

1. May appeal a request that was denied by AADL Program Manager to the Quantity and Frequency Review Committee (refer to Policy GN 4-50).

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AADL Quantity and Frequency Review (QFR) Process



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Quantity and Frequency Review Committee

Policy Statement:

The Quantity and Frequency Review Committee has defined requirements for membership and meetings.

Membership:

The Quantity and Frequency Review Committee membership may consist of:

- Committee Chair: AADL Program Manager or designate
- Minimum of two (2) AADL Program Manager representatives (not including the Program Manager presenting the client's submission)
- Representative from the Assured Income for the Severely Handicapped (AISH) program
- Representative from Employment and Immigration
- Representative from the Office for Disability Issues
- Representative from the Special Needs Assistance for Seniors program
- Representative from Alberta Health and Wellness
- Representative from Children and Youth Services

Members are familiar with the mandate of the AADL program, type of clients served and types of benefits provided.

Meetings

- Attendance by four (4) Committee members constitutes a quorum.
- Meet on a monthly basis or as needed. Additional meetings may be called at the discretion of the Chair.

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QUANTITY AND FREQUENCY REVIEW COMMITTEE SUBMISSIONS

Policy Statement:

All submissions for review by the Quantity and Frequency Review Committee must follow the AADL defined procedures.

Procedure:

Authorizers/Specialty Assessors/Specialty Suppliers

1. May submit a request denied by the AADL Program Manager to the Quantity and Frequency Review Committee within 20 working days of a decision.
 - o Resubmit the denied Quantity and Frequency Review form by fax (780-644-1521) to AADL indicating that they wish to submit the request to the Quantity and Frequency Review Committee. Additional information may be required and/or submitted.

Clients:

1. Cannot (includes family members and advocates) make personal presentations to the Quantity and Frequency Review Committee. This is to ensure fairness and consistency for clients throughout the province.

AADL Appeals Coordinator:

1. Logs receipt of submission and forwards to Quantity and Frequency Review Committee.

Quantity and Frequency Review Committee:

1. Reviews Quantity and Frequency Review Committee Submissions.
2. Requests any additional information the Committee deems appropriate.
3. Makes decisions based on the relevant information presented, clinical best practice guidelines, Client need and previous benefit consumption.
4. Exercises their authority in a fair and equitable manner.

Effective Date:	Revisions:	Approved By: (original signed)
24/06/2008		Catherine Johnson



5. Are permitted to impose any limitations and/or conditions deemed appropriate (e.g time limits, recycle equipment only, follow up consultations/assessments)
6. Issues written decisions that will include:
 - o the date of the decision;
 - o a statement of the request;
 - o the decision;
 - o the rationale for the decision;
 - o a description of the Appeal Process including how to file an Appeal, the time permitted to Appeal;
 - o the Quantity and Frequency Review Committee members in attendance; and the Chair's name and signature.
7. Maintains a formal record of the Committee members involved in making the decision.
8. Forwards decision to Appeals Coordinator.

AADL Appeals Coordinator:

1. Logs Quantity and Frequency Review Committee decision.
2. Sends a letter to the Client and the Authorizer/Specialty Assessor/Specialty Supplier (attaching the signed decision) within 10 working days of the Quantity and Frequency Review Committee meeting.
 - o If submission is denied, a Quantity and Frequency Appeal to the AADL Director form will also be sent out.

Client/Authorizer/Specialty Assessor/Specialty Supplier

1. May appeal a denied request to the AADL Director. (refer to Policy GN 4-60).

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24/06/2008		Catherine Johnson



DIRECTOR APPEAL PROCESS

Policy Statement:

If a Client/Authorizer/Specialty Assessor/Specialty Supplier is not in agreement with the decision of the Quantity and Frequency Review Committee, the Client/Authorizer/Specialty Assessor/Specialty Supplier may appeal this decision to the AADL Director according to the AADL defined procedures.

Procedure:

Clients/Authorizers/Specialty Assessors/Specialty Suppliers must:

1. Complete the Quantity and Frequency Appeal to the AADL Director form http://www.seniors.gov.ab.ca/AADL/AV/forms_brochures/pdf/qfr_director_appeal.pdf
2. Submit the request within 20 working days of the decision date on the Quantity and Frequency Review Committee Decision form. This time frame may be extended at the discretion of the AADL Director.

Authorizers/Specialty Assessors/ Specialty Suppliers:

1. May assist the client (to the extent reasonably possible) in completing the appeal form.
2. Are not required to assist clients in submitting forms that are not in accordance with AADL's appeal process or if in agreement with the decision of the Quantity and Frequency Review Committee.

AADL Appeals Coordinator:

1. Logs receipt of appeal and prepares applicable material (e.g. original submission to Quantity and Frequency Review Committee) and forwards to Director.

Effective Date:	Revisions:	Approved By: (original signed)
24/06/2008		Catherine Johnson



AADL Director:

1. Reviews the original submission, the decision under appeal, the appeal documentation and any additional information provided by the Client/Authorizers/Specialty Assessor/ Specialty Suppliers.
2. May contact the Client/Authorizer/Specialty Assessor/Specialty Supplier, Program Manager, the client's health care providers, or the Quantity and Frequency Review Committee Chair to request additional information or to ask questions.
3. May receive in-person client presentations.
4. Makes decision which may include:
 - o upholding the original decision in whole or in part,
 - o making another decision, with or without conditions.
5. Will issue written decisions that will include: the date of the decision, the decision(s), the rationale for the decision; and the Director's name and signature.
6. The decision of the Director is final.

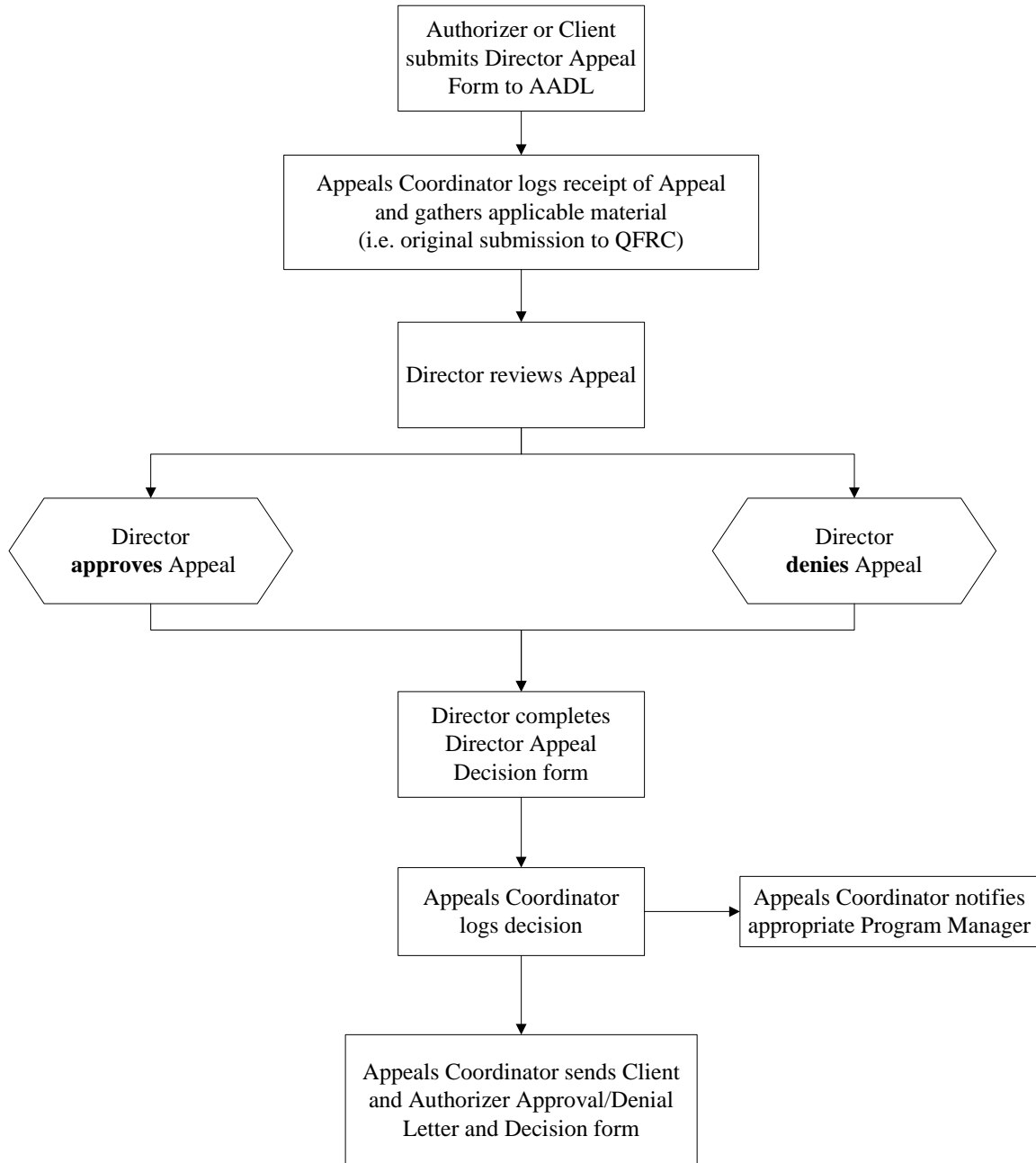
AADL Appeals Coordinator:

1. Logs decision.
2. Sends notification of Director's decision(s) to the Client and Authorizer/Specialty Assessor/Specialty Supplier (attaching the signed decision) within 10 working days of the Director making the decision.
3. Notifies appropriate Program Manager to implement Director's decision.

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AADL Director Appeal Process



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Catherine Johnson



COMPLAINT REGISTRY BACKGROUND

In 2001, a program mandate review was conducted by a source independent to the Alberta Aids to Daily Living (AADL) Program. One of the recommendations was to develop a Complaints Registry to document who complains, the nature of the complaint, who was designated to investigate the complaint, findings of the inquiry, and action taken. AADL management decided that the AADL Program Analysis and Accountability Unit would implement the Complaint Registry effective April 1, 2001.

The complaint registry is AADL's internal complaint mechanism used to resolve specific types of complaints. As the AADL Program Analysis and Accountability Unit is not involved in the daily operations of AADL, the Complaint Registry is administered by the AADL Program Analysis Accountability and Unit and meets fairness guidelines, which include: impartiality, independence, removal of potential bias or conflicts of interest.

The Complaint Registry is also a tool to be used to improve the AADL Program by providing quality service and fostering improved relationships with all stakeholders.

Effective Date:	Revisions:	Approved By: (original signed)
24/06/2008		Catherine Johnson



TYPE OF COMPLAINTS ACCEPTED

Policy Statement:

Complaints are only accepted on issues within the jurisdiction of AADL and which are not addressed by the Quantity and Frequency Review Process or Cost-share Appeals.

Procedure:

Complainant:

May submit complaints related to the following:

- AADL Business Policy
- AADL Business Process (e.g. Authorization, Claim)
- AADL Computer System
- AADL Staff Activity
- Assessor Activity
- Authorizer Activity
- Client Activity
- Eligibility Criteria
- Product
- Specialty Supplier Activity
- Vendor Activity
- Wait Time
- Other

Complaints can be about more than one issue (e.g. product and wait time). If the complaint issue is not included in the above categories, the exact nature of the complaint must be specified. Complaints are not accepted on Quantity and Frequency Review Committee decisions.

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24/06/2008		Catherine Johnson



COMPLAINT SUBMISSION

Policy Statement:

Formal complaints must be documented in writing using the AADL Complaint Form.

Procedure:

Complainant:

1. Complete the **AADL Complaint Form** according to the instructions provided with the form. This form is available online at:
http://www.seniors.gov.ab.ca/AADL/AV/manual/PDF/05_complaint_form.pdf
or by contacting AADL at (780) 427-0731.
2. This form can be sent to AADL:
Mail: AADL
10th Floor, Milner Building
10040 – 104 Street NW
Edmonton, AB T5J 0Z2
Fax: (780) 422-0968

AADL Program Analysis and Accountability Unit:

1. May verify or clarify information on the complaint form in order to initiate an investigation.
2. Will accept a written letter of complaint (including where a copy of the letter has been sent to the Premier, Minister or MLA), as a formal written complaint, and process it as per policy GN 5-40 and GN 5-50
3. Must ensure that the letter writer is made aware of the statement on the Complaint Form Section F – *I acknowledge that I am aware that all the information I provide with my complaint, may be released to necessary individuals during a complaint investigation and is not considered confidential*
4. Logs the letter of complaint in the Compliant Registry Database as per policy GN 5-70.

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CLIENT VERBAL COMPLAINT SUBMISSION

Policy Statement:

Verbal complaints from clients may be submitted as formalized complaints only through the AADL Program Analysis and Accountability Unit.

Procedure:

AADL:

1. When a client calls AADL by telephone with a complaint, the staff member will attempt to resolve the issue and/or obtain the assistance of other staff members.
2. If the complaint cannot be resolved or the client remains dissatisfied, the staff member should ask the client if they wish to file a formal complaint.
3. If the client wishes to file a formal complaint, the call should be transferred to the AADL Program Analysis and Accountability Unit.

AADL Program Analysis and Accountability Unit:

1. Will refer the client to the complaint form available at:
http://www.seniors.gov.ab.ca/AADL/AV/manual/PDF/05_complaint_form.pdf
to complete independently as per the instructions provided with the complaint form, or
2. May complete a complaint form on the client's behalf as outlined in Policy GN 5-20.
 - o Ensure the statement on the Complaint Form Section F – *I acknowledge that I am aware that all the information I provide with my complaint, may be released to necessary individuals during a complaint investigation and is not considered confidential* is read to the client.
 - o Complete Section F on the Complaint form with their name and sign it on behalf of the client.

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24/06/2008		Catherine Johnson



COMPLAINT PROCESSING

Policy Statement:

To ensure that formal complaints are addressed in an equitable and efficient manner, all must be reviewed and investigated by the AADL Program Analysis and Accountability Unit.

Procedure:

AADL:

1. Staff other than AADL Program Analysis and Accountability Unit personnel should not retain or investigate formal complaints. Complaints include written letters from complainants (including those where a copy of the letter has been sent to the Premier, Minister or MLA). Staff receiving the complaint form or letter will forward them to the receptionist.
2. The receptionist will stamp the complaint form or letter with the AADL receiving date stamp, and forward the complaint form or letter directly to the AADL Program Analysis and Accountability Unit for further processing (See Policy GN 5-20 if complaint is a letter).

AADL Program Analysis and Accountability Unit:

1. Reviews all complaints and determines if the issue is under the jurisdiction of AADL. If the AADL Program Analysis and Accountability Unit cannot investigate the complaint, a letter will be sent to the complainant providing an explanation and, if possible, referral information.
2. Makes a copy of complaints about AADL Staff Activity and presents to the staff member's direct supervisor for further action according to Ministry Human Resources practices. AADL Program Analysis and Accountability Unit staff will not conduct any further investigation but will register the complaint on the Complaint Registry database.
3. Reviews all complaints and ensures that a signature has been obtained in Section F. If a signature has not been obtained, AADL Program Analysis and Accountability Unit staff will make best efforts to contact the complainant to ensure the complainant is aware of the statement on the Complaint Form Section F:

Effective Date:	Revisions:	Approved By: (original signed)
24/06/2008		Catherine Johnson



I acknowledge that I am aware that all the information I provide with my complaint, may be released to necessary individuals during a complaint investigation and is not considered confidential.

If the complainant cannot be reached within 10 business days, no further action on the complaint will take place.

4. Assigns all complaints within 5 business days of the date of receipt by AADL.
5. Logs all complaints in the Complaint Registry database within 10 business days of the date of receipt by AADL.
6. Completes eighty percent of complaints within 45 days of the date on the complaint form.

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24/06/2008		Catherine Johnson



COMPLAINT INVESTIGATIONS

Policy Statement:

The AADL Program Analysis and Accountability Unit will conduct investigations in a manner appropriate to the situation, taking into account all aspects of the Administrative Fairness Guidelines as outlined by the Office of the Ombudsman, (<http://www.ombudsman.ab.ca/index-legislation.php>)

Procedure:

AADL Program Analysis and Accountability Unit:

1. Focuses on mutually beneficial results (whenever possible).
2. Documents the investigation and the efforts to reach a solution.
3. Contacts the complainant by telephone within 10 business days from the receipt of the complaint to review the information provided on the complaint form, the process followed to investigate a complaint and provides advice and options if possible.
4. Contacts the complainant throughout the investigation process. The complainant will be given an opportunity to explain additional details concerning the complaint.
5. Contacts the subject of the complaint by telephone to obtain the facts of the situation from their perspective along with any necessary documentation.
6. Endeavours to resolve the issue during the initial call. If a resolution is reached, it will be verbally confirmed with the complainant and documented internally. The Program Manager will be provided with verbal details of the complaint and resolution. No correspondence will be sent to the complainant or other parties.
7. Reviews issues with the appropriate and responsible AADL staff dependent upon the type, nature and importance of the issue(s) under review.
8. Informs the responsible Unit Supervisor/Manager about the progress of the investigation and the outcome.
9. May remove documents or other records from any person, business or organization during an investigation. Staff may:
 - (a) Provide a receipt for the items to the person, business or organization from whom the items were taken.
 - (b) Make a copy of items removed from the person, business or organization from whom they were taken.
 - (c) Return the items to the person, business or organization from whom they were taken when they have served the purpose for which they were taken.

Effective Date:	Revisions:	Approved By: (original signed)
24/06/2008		Catherine Johnson



10. Conducts the investigation in a positive, open and non-threatening environment and in a manner considered most suitable in the circumstances, and uses collaborative processes that promote resolution.
11. Renders decisions considered reasonable according to fairness guidelines. Adequate reasons are provided for both verbal and written decisions.
12. Provides recommendations for disciplinary action which conform to the applicable AADL Policies and Procedures and contract terms.
13. Sends correspondence to relevant parties outlining the investigation and conclusions in at least 50% of complaints.
14. Exercises discretion in sending correspondence so that confidentiality is respected. The correspondence is expected to achieve closure of the complaint.

Complainant and Subject of the Complaint:

1. The complainant and the subject of the complaint are encouraged to conduct themselves in an honest and professional manner during the investigation and focus on cooperation and resolution of the complaint.
2. The complainant and the subject of the complaint have the right to review with the Director of AADL any recommendations/decisions made by the AADL Program Analysis and Accountability Unit.

Authorizer/Specialty Assessor/Specialty Supplier:

1. Provide documents as specified in a verbal or written request from the AADL Program Analysis and Accountability Unit within 30 days of receiving the request, relating to the provision of AADL benefits to a client.
2. Allow AADL staff or other agents as designated by the Director to access documentation in client files related to the authorization of AADL benefits and services or to make copies of this documentation.

Effective Date:	Revisions:	Approved By: (original signed)
24/06/2008		Catherine Johnson



Vendor:

1. Provides documents as specified in a verbal or written request from the AADL Program Analysis and Accountability Unit within 30 days of receiving the request, relating to the provision of AADL benefits to a client. This includes information regarding AADL clients and the provision of benefits and services.
2. Provides current business information as required under the terms of the AADL vendor contract/agreement as specified in a verbal or written request from the AADL Program Analysis and Accountability Unit within 30 days of receiving the request.
3. Allows AADL staff, or other agents authorized by the AADL Director, to inspect any properties associated with the provision of benefits and services to AADL clients.
4. Allows AADL staff, or other agents authorized by the AADL Director, access to documentation associated with the provision of benefits and services, to make copies of the documentation, or to temporarily remove the documentation for the purpose of making copies.

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24/06/2008		Catherine Johnson



ACTION REQUESTS

Policy Statement:

Action requests will be documented in the Complaint Registry database so that complaints received directly by the Minister's office are included for Program quality improvement purposes.

Procedure:

AADL:

1. The Information & Training Coordinator and the Strategic Directions Consultant are responsible for the data entry of action requests into the Complaint Registry Database.
2. All Action Requests must be logged into the Complaint Registry Database within 10 business days of the date of receipt by AADL.
3. Data entry must conform to the Complaint Registry Database Data Input Instructions.
4. The Information & Training Coordinator and the Strategic Directions Consultant should use the Complaint Registry Database to cross-reference any related complaints to action requests to avoid duplication.
5. Upon the completion of the action request, the Strategic Directions Consultant or Unit Supervisor/Manager may request the AADL Program Analysis and Accountability Unit to file a formal complaint if further investigation is required.

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COMPLAINT REGISTRY DATABASE AND COMPILING RESULTS

Policy Statement:

All formal complaints are documented in the Complaint Registry database, compiled and analyzed and reported on an annual basis.

Procedure:

AADL:

1. Only designated staff have access to the Complaint Registry Database and are able to input data. Staff must ensure that all data entry is completed prior to the time when the reports are compiled.
2. The complaint must be logged into the Complaint Registry Database within 10 business days of the date of receipt by AADL.
3. Data entry must conform to the Complaint Registry Database Data Input Instructions.

AADL Program Analysis and Accountability Unit:

1. Generates the required reports from the Complaint Registry Database.
2. Analyzes the reports and provides suitable summaries for use by different sources and for different purposes.

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24/06/2008		Catherine Johnson



SHARING/COMMUNICATING AND USING COMPLAINT REGISTRY DATABASE RESULTS

Policy Statement:

The Complaint Registry Database summaries will be shared and communicated with the AADL Management Team, Regional Health Authorities Advisory Committee and Stakeholder Committee. These summaries will be used to support continuous quality improvement.

Procedure:

AADL Program Analysis and Accountability Unit:

1. Compiles and combines the database results with other performance measure reports wherever possible for continuous quality improvement.
2. Presents a summary to the Management Team and individual benefit group summaries to the Program Managers on an annual basis for review and recommendations.
3. Presents a summary to the Regional Health Authorities Advisory Committee on an annual basis for review and recommendations.
4. Presents a summary to the Stakeholders Advisory Group on an annual basis for review and recommendations.

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24/06/2008		Catherine Johnson



PRIVACY

Policy Statement:

Information provided on the AADL Complaint Form may be released to necessary individuals during a complaint investigation and is not considered confidential. Investigation records and results are considered private and are disclosed only under the Freedom of Information and Protection of Privacy process.

Procedure:

AADL Program Analysis and Accountability Unit:

1. Maintains the privacy of all stakeholders involved in a complaint while disclosing sufficient information to establish grounds for conclusions and recommendations.
2. Considers if a request is reasonable and then may provide a copy of the complaint form to the individual, business or organization that is the subject of the complaint.
3. Conducts investigations in private and does not routinely disclose the investigation report.
4. Discloses results of investigations when required through the Freedom of Information and Protection of Privacy process.

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24/06/2008		Catherine Johnson



COMPLAINTS FILED BY AADL

Policy Statement:

As a result of an AADL Program Analysis and Accountability Unit complaint investigation, AADL may determine that it is appropriate to file a complaint with the governing professional organization/regulatory body for the health professional or vendor. In cases requiring a more thorough investigation outside the scope of AADL, AADL will notify the Office of the Auditor General or other applicable parties.

Procedure:

AADL Program Analysis and Accountability Unit:

1. Reviews the results of the investigation and the recommendations with the appropriate parties, including Program Management.

AADL:

1. Program Management reviews and either approves or denies the request to file a complaint with the governing professional organization/regulatory body

AADL Program Analysis and Accountability Unit:

1. If approved, staff file the complaint with the governing professional organization/regulatory body according to the organization/body's complaint process.
2. Informs Program Management of the results of the complaint to the governing professional organization/regulatory body.
3. Implements any actions required with the health professional or vendor as a result of the governing professional organization/regulatory body's complaint results.

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24/06/2008		Catherine Johnson



APPLICATION TO BE AN AUTHORIZER

Policy Statement:

All health care professionals **must meet** the following eligibility criteria, prior to applying to be an AADL Authorizer:

1. Be a resident of the Province of Alberta.
2. Be a qualified health professional registered in and in good standing with one of the following professional organizations/associations
 - o Registered Nurse - College and Association of Registered Nurses of Alberta (CARNA)
 - o Occupational Therapist - Alberta College of Occupational Therapists (ACOT)
 - o Physical Therapist - College of Physical Therapists of Alberta (CPTA)
 - o Speech Language Pathologist - Alberta College of Speech-Language Pathologists and Audiologists (ACSLPA)
 - o Audiologist - Alberta College of Speech-Language Pathologists and Audiologists (ACSLPA)
 - o Respiratory Therapist - College and Association of Respiratory Therapists of Alberta (CARTA)
3. Be employed by a Regional Health Authority for a minimum of two days per week (0.4 Full Time Equivalent).
4. Be employed in a community care setting and not in an acute care facility.
5. If in private practice and providing contractual services for a Regional Health Authority, must submit pertinent business information directly to AADL for evaluation.
6. Have a minimum of 6 months clinical experience.
7. Provide **full disclosure** statement regarding any conflict of interest. A conflict of interest is described as “being in a position to directly or indirectly profit from the sale or supply of an AADL benefit”, as per part C of Authorizer Application Form.
8. Exceptions may be allowed with the prior approval of AADL.

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03/03/2009		Catherine Johnson



Healthcare Professionals may authorize AADL benefits as per the following list:

	Registered Nurse	Occupational Therapist	Physical Therapist	Speech Language Pathologist	Respiratory Therapist
Health Benefit					
Bathing & Toileting Aids	X	X	X		
Burn Scar Garments	X	X	X		
Compression Stockings	X	X	X		
Large Equipment					
Beds	X	X	X		
Commodes, etc.	X	X	X		
Lifts, etc.	X	X	X		
Pediatric Wheelchairs	X	X	X		
Wheelchair Accessories	-	X	X		
Lymphedema Garments	X	X	X		
Mastectomy Prosthesis	X	-	-		
Medical/Surgical Benefits	X	-	-		
Walking Aids	X	X	X		
Electrolarynx	-	-	-	X	
Laryngectomy Supplies	-	-	-	X	
Tracheal Speaking Valves	-	-	-	X	
Oxygen Therapy	-	-	-		X
Suction Therapy	-	-	-		X
Humidity Therapy	-	-	-		X
Tracheotomy Tubes	-	-	-		X

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03/03/2009		Catherine Johnson



Procedure:

Health Care Professionals:

1. Ensure that all authorizer eligibility criteria are met. Exceptions may be allowed with the prior approval of AADL.
2. Health care professionals who wish to authorize a benefit that is not on the list for their professional designation require prior approval from AADL. They must also ensure they have sufficient training and the knowledge and skills necessary to authorize the benefit(s).
3. Complete AADL Authorizer Application form available from:
http://www.seniors.gov.ab.ca/AADL/AV/forms_brochures/pdf/Authorizer_application.pdf.
4. Obtain approval from their supervisor.
5. Send application to AADL.

AADL:

1. Reviews application for eligibility.
2. Provides notice if the application is not approved.
3. Registers eligible health care professionals in an AADL Authorizer orientation session.
4. Provides schedule of workshops on website.

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03/03/2009		Catherine Johnson



APPROVAL OF AUTHORIZER STATUS

Policy Statement:

AADL will approve authorizer status for health care professionals who meet the eligibility criteria and who complete an orientation session.

Procedure:

Eligible Health Care Professionals:

1. Attend and complete Authorizer orientation session.

AADL:

1. Assigns an authorizer number signifying approval to authorize specific AADL benefits.
2. Confirms Authorizer status in writing.

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03/03/2009		Catherine Johnson



REFRESHER WORKSHOPS

Policy Statement:

Authorizers are responsible for remaining up-to-date with the AADL program.

Procedure:

Authorizers:

1. May choose to attend refresher workshops due to:
 - a) Major updates or revisions to the AADL program manual.
 - b) After an extended absence of less than 18 months from activities as an authorizer.

2. Attend refresher workshops at the direction of AADL because:
 - a) Authorizer demonstrates a lack of knowledge or understanding of the AADL program.

AADL:

1. Schedules refresher workshops.
2. Informs Authorizers and AADL Regional Health Authority representatives of workshop dates.
3. Registers Authorizers for the refresher workshops.
4. Conducts refresher workshops.
5. Issues Certificate of Continuing Education, if applicable.

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RE-APPLICATION PROCESS

Policy Statement:

Health care professionals who have relinquished their AADL Authorizer status or who have not authorized benefits in at least 18 months must apply to reactivate their AADL Authorizer status.

Procedure:

Health Care Professionals:

1. Ensure that they meet all eligibility criteria as per Policy GN 6-10.
2. Complete AADL Authorizer Application form
http://www.seniors.gov.ab.ca/AADL/AV/forms_brochures/pdf/Authorizer_application.pdf.
3. Obtain approval from their supervisor.
4. Send application to AADL.
5. Complete Authorizer Orientation Session.

AADL:

1. Reviews application for eligibility.
2. Provides notice if the application is not approved.
3. Registers eligible health care professionals in an AADL Authorizer orientation session.
4. Provides schedule of workshops on website.

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03/03/2009		Catherine Johnson



AUTHORIZER RESPONSIBILITIES

Policy Statement:

AADL Authorizers are accountable to AADL for the release of provincial funding to provide services and benefits to clients.

Procedure:

Authorizers:

1. Comply with all AADL policies and procedures.
2. Cannot charge clients for the assessments.
3. Will not directly or indirectly profit in the sale or supply of AADL benefits.
4. Will not order benefits for themselves, family or friends without AADL prior approval.
5. Will not discriminate or intentionally malign an AADL vendor. In the event that a vendor has provided unacceptable service to an Authorizer and/or client, Authorizers must submit a complaint as per Policy GN 5-20.
6. Ensure the authorization form is accurate.
7. Must not sign "blank" authorization forms.
8. Are accountable to their respective professional and regulatory associations for providing quality services through their professional practice.

AADL:

1. Monitors authorizer activities to determine compliance with policies and procedures.
2. Provides periodic feedback to authorizers regarding their performance.
3. Initiates corrective action as required according to policy GN 6-110.

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DETERMINATION OF ELIGIBILITY FOR BENEFITS

Policy Statement:

Authorizers may authorize AADL benefits that are within their scope and for clients who meet the specific benefit eligibility.

Procedure:

Authorizers:

1. Ensure a clinical assessment has been completed.
2. Determine/confirm client eligibility for the AADL Program according to policies and procedures pertaining to specific benefits.
3. Discuss all costs with clients, such as cost share and benefit upgrades, as per applicable policies.
4. Complete the AADL authorization form.
5. Ensure the assessment date on the authorization form is accurate. The **assessment date** is the date the client is first seen by the Authorizer/Assessor. At this time the Authorizer/Assessor determines the client meets the eligibility criteria for a particular type of health benefit, before equipment trials (if applicable) take place.
6. Must not backdate the assessment date for any reason.
7. Indicate the person who completed the client's assessment; the Authorizer and Assessor may be different individuals. Ensure that the Assessors meet qualifications as per Policy GN 7-10.
8. Have the client sign the "Client Declaration Section" of the AADL authorization form. If the client is unable to sign, provide the name and phone number of the individual who is financially responsible for the client (Minor: Parent/Legal Guardian, Adult: Informal Trustee/Enduring Power of Attorney/Legal Trustee). This individual is also required to sign and print their name on the form on behalf of the client.
9. Sign the form. If applicable, have the Assessor sign the form.
10. Submit the form to AADL within twenty (20) working days of the completion of the client's complete clinical assessment, including equipment trials, so that the client's cost-share status is accurate and the vendor may submit a claim.
11. Follow-up with the client to ensure that the authorized medical equipment and/or supplies meet the client's needs.
12. Resolve all authorization errors in a timely manner.

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03/03/2009		Catherine Johnson



Clients:

1. Fully participate in their assessment. This includes any testing required to determine eligibility.
2. Sign the “Client Declaration Section” of the AADL authorization form. If the client is unable to sign, provide the name and phone number of the individual who is financially responsible for the client (Minor: Parent/Legal Guardian, Adult: Informal Trustee/Enduring Power of Attorney/Legal Trustee). This individual is also required to sign and print their name on the form on behalf of the client.

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03/03/2009		Catherine Johnson



EXPLAINING POLICIES & PROCEDURES TO CLIENTS

Policy Statement:

Authorizers shall explain applicable AADL policies and procedures to clients and their families/caregivers.

Procedure:

Authorizers:

1. Explain to clients and their families/caregivers:
 - a) The importance of their active participation in the clinical/functional assessment process.
 - b) Client choice of vendor
 - i. Ensure clients are aware that they have a choice of a minimum of three (3) vendors (where available), and that a list of all AADL approved vendors for the assessed benefit is available.
 - c) Cost-sharing and Cost-Share Exemption policies.
 - i. Provide cost-share exemption application form, and instructions for completion and submission if applicable.
 - d) Responsibilities related to benefits, including vendor trial and loan policies.
 - e) Upgrade charge(s) and how it is calculated.
 - f) Benefit quantity and frequency limits and the quantity and frequency review processes.

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CONTINUING COMPETENCY

Policy Statement:

Approved AADL Authorizers shall ensure their clinical skills related to the AADL program and knowledge of available equipment and/or supplies is current and effectively linked to technical advancements and developments.

Procedure:

Authorizers:

1. Attend AADL Orientation Sessions/Refresher Workshops and other lectures/courses as needed.
2. Update clinical assessment skills as needed.
3. Maintain clinical standards as required by their professional associations.
4. Stay current on new equipment and/or supplies.
5. Maintain a current AADL program manual.
6. Authorize benefits regularly through the AADL program.
7. Reapply for authorizer status as per Policy GN6-40 if benefits have not been authorized in the previous eighteen (18) months.
8. Read AADL correspondence, including Bulletins and Newsletters.

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PROVIDING DOCUMENTS

Policy Statement:

Authorizers shall provide documentation relating to the provision of AADL benefits as requested by AADL.

Authorizers shall maintain documents in a manner consistent with the Information and Privacy Act under which they and their employing organization operates. Refer to the Health Information Act (HIA) <http://www.oipc.ab.ca/hia/> and the Freedom of Information and Protection of Privacy Act (FOIP) <http://foip.alberta.ca/>.

Procedure:

AADL:

1. Provides reasonable notice when requesting documentation.

Authorizers:

1. Provide, within a specified time frame, any documents, records or reports requested by the AADL Director or designate.
2. Allow AADL Director or designate access to documentation during normal business hours.

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INFORMATION CHANGES

Policy Statement:

Authorizers must inform AADL of any changes related to their Authorizer information.

Procedure:

Authorizers:

1. Notify AADL of:
 - a) Change in professional association registration.
 - b) Change in facility and facility location in which employed.
 - c) Employment in more than one facility or health region.
 - d) Leave of absence from work for periods of twelve (12) months or longer (e.g. maternity, illness, sabbatical leave, etc.).
 - e) Change of name.
 - f) Change of contact information.
 - g) Change of responsibilities affecting authorization of benefits.

Regional Health Authorities:

1. Notify AADL when:
 - a) Authorizer changes employment status.
 - b) Authorizer no longer meets the AADL Authorizer eligibility criteria.
 - c) Authorizer is no longer registered in good standing with active status in his/her professional association.

Effective Date:	Revisions:	Approved By: (original signed)
03/03/2009		Catherine Johnson



AADL:

1. Notifies Authorizer if reported changes affect their Authorizer status.
2. Deactivates Authorizer status if applicable.
3. Updates the AADL computer database.
4. Confirms in writing to the Regional Health Authority that the Authorizer status has been deactivated, when the Regional Health Authority requests suspension.
5. Confirms in writing to the Regional Health Authority that the Authorizer status has been deactivated, when the Authorizer is no longer registered in good standing with active status in his/her professional association.
6. Confirms in writing to the Regional Health Authority that the Authorizer status has been deactivated, when the Authorizer has not completed an authorization in the past eighteen (18) months.
7. Notification may not be provided to the Authorizer.

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03/03/2009		Catherine Johnson



COMPLIANCE MONITORING

Policy Statement:

AADL may review Authorizers' compliance with AADL policies and procedures on an ongoing basis and may either temporarily or permanently suspend an Authorizer due to:

- Non-compliance with Authorizer responsibilities as per Policy GN 6-50 through GN 6-100 inclusive.
- A request from a Regional Health Authority to suspend an Authorizer.

Procedure:

AADL employs compliance monitoring to ensure the Policies and Procedures are applied accurately and all parties are supported in their interactions with AADL.

Monitoring Compliance is a review of Authorizer understanding of and accurate application of AADL's policies and procedures. Errors and/or concerns are addressed, corrective actions determined and follow-up provided.

Ongoing Non-Compliance occurs when the above noted corrective actions are not put into effect and the non-compliance continues. Corrective actions at this stage may include temporary suspension of the Authorizer.

Immediate Suspension is used when significant non-compliance has occurred and immediate action is necessary to stop or prevent harm. This would not require the preceding two steps being enacted.

Monitoring Compliance:

AADL:

1. Monitors Authorizer activities on an adhoc or ongoing basis to determine compliance with policies and procedures.
2. Informs Authorizer of ongoing compliance and any instances of non-compliance.
3. In the event of suspected non-compliance, will confirm with Authorizer whether non-compliance has occurred and if confirmed will request an explanation from the Authorizer.
4. Explains the related policies and procedures and AADL expectations to the Authorizer.
5. Identifies, in consultation with the Authorizer, corrective action to be taken.

Effective Date:	Revisions:	Approved By: (original signed)
03/03/2009		Catherine Johnson



6. Informs the Authorizer's Supervisor, when appropriate and applicable.
7. Documents and files a record of the non-compliance, the Authorizer's explanation, and the identified corrective action to be taken.
8. Provides copies of the above-mentioned documents to the Authorizer and if applicable, the Authorizer's Supervisor.
9. Informs Authorizer and if applicable, the Authorizer's Supervisor when corrective action has been completed.

Authorizers/Regional Health Authorities:

1. Provide AADL with an accurate account of the situation in question.
2. Cooperate with AADL to address non-compliance.
3. Implement corrective action identified.

Ongoing Non-compliance

AADL:

1. Determines, in its sole discretion, that the Authorizer has not taken corrective action to address non-compliance or the corrective action taken is not satisfactory.
2. Contacts the Authorizer and Supervisor to obtain an explanation about continued non-compliance.
3. Schedules a meeting that includes AADL, the Authorizer and the Authorizer's Supervisor to determine further possible actions to address the non-compliance.
4. Advises the Authorizer and Supervisor in writing of the continued non-compliance, the status of corrective action, the lack of resolution to date, and further corrective action required.
5. Documents and files all copies of communications and correspondence.
6. Provides copies of the correspondence to the Authorizer and Supervisor.
7. May inform the Regional Health Authority representative of the continued non-compliance and further action required if applicable.
8. May inform the Authorizer's professional association if non-compliance is within the scope of the professional association's jurisdiction. (Refer to Policy GN 5-100).
9. May temporarily suspend the Authorizer until required corrective action is taken .

AADL Director:

1. Approves reinstatement of the Authorizer when corrective action is taken and compliance is satisfactory.
2. In the event corrective action has not been taken, the Director, in their sole discretion, may terminate the Authorizer's status.

Effective Date:	Revisions:	Approved By: (original signed)
03/03/2009		Catherine Johnson



Authorizers/Supervisors/Regional Health Authorities:

1. Provide AADL with an accurate account of the situation in question.
2. Cooperate with AADL to address non-compliance.
3. Attend meeting(s) to address the non-compliance and determine further possible remedies.
4. Comply with the required corrective action to address the non-compliance.

Immediate Suspension:

AADL:

1. Determines, in its sole discretion, that significant non-compliance has occurred.
2. Contacts the Authorizer to obtain an explanation, and confirm that non-compliance has occurred.
3. Suspends the Authorizer immediately, either temporarily or permanently.
4. Notifies the Authorizer, Supervisor and Regional Health Authority representative of the suspension and the rationale in writing.
5. May inform the Authorizer's professional association if non-compliance is within the scope of the professional association's jurisdiction (Refer to Policy GN 5-100).
6. Initiates a follow-up investigation.
7. Advises Authorizer, Supervisor and Regional Health Authority representative of results of the investigation and required corrective action.

AADL Director:

1. Decides, in Director's sole discretion, whether temporary or permanent suspension is required.
2. May approve, in Director's sole discretion, reinstatement of the Authorizer's status when corrective action is taken.

Authorizers/Supervisors/Regional Health Authorities:

1. Provide AADL with an accurate account of the situation in question.
2. Cooperate with AADL to address non-compliance.
3. Attend a meeting to address the non-compliance and determine further possible actions, if applicable.
4. Comply with the required corrective action to address the non-compliance.

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VENDOR SECTION

All AADL vendors must act in accordance with AADL policies and procedures as set out in the AADL Program Manual.

Vendors must meet all terms and conditions of the individual vendor agreements and/or contracts signed with AADL, including all schedules and appendices as referred to for specific benefit areas.

SECTION 1:

VENDOR REGISTRATION, ORIENTATION & AADL APPROVED STATUS

AADL Vendor Orientation Sessions will be scheduled at regular intervals. Session content may include: education regarding AADL policies and procedures, program and benefit eligibility criteria, records retention, pricing and invoicing, and associated business processes.

1.1: Existing AADL Vendors:

For those periods of time that a vendor does not have in effect a signed contract and/or agreement with AADL, they will not be recognized as an approved Program vendor, and will be unable to invoice AADL. No retroactive payments will be made.

An existing AADL vendor must:

- (a) Have applied** for status as an AADL vendor as per AADL's application process.
- (b) Be registered** as an approved AADL vendor in order to provide program benefits and to receive payment from AADL for the same benefits.
- (c) Sign** a time specific contract/agreement with AADL.
 - i. Contracts/agreements are not automatically renewed.
 - ii. AADL will send existing vendors a new contract/agreement prior to the date of expiration of a contract.

- (d) **Return** the signed contract/agreement within 30 days of the date specified in the contract.
- i. For all vendors, contracts/agreements with AADL will become effective on the date specified by AADL.
 - ii. AADL will provide advance notice to vendors regarding the signing of individual contracts/agreements.
 - iii. If AADL has not received the signed contract/agreement by the specified date, payments to the vendor will be suspended until such time as the signed contract/agreement has been received by AADL.
- (e) AADL will send out **one reminder notice**, which will include a specified date. If the signed contract/agreement is not received by the second specified date, the vendor will have to wait for a period of no less than one year before reapplication for vendor status.
- (f) **Attend** an AADL Vendor Orientation Session voluntarily or at the direction of AADL.
- i. AADL has the right to request existing vendors and staff to attend Vendor Orientation Sessions.
 - ii. All vendor staff associated with the provision and invoicing of AADL benefits are encouraged to attend a Vendor Orientation Session.

1.2: New AADL Vendor Applications:

For those periods of time that a vendor does not have in effect a signed contract and/or agreement with AADL, they will not be recognized as an approved Program vendor, and will be unable to invoice AADL. No retroactive payments will be made.

A new AADL vendor must:

- (a) **Have applied** for status as an approved AADL vendor as per AADL's application process.
- (b) **Be registered** and approved as an AADL vendor in order to provide program benefits and to receive payment from AADL for the same benefits.
- (c) **Sign** a time specific contract/agreement with AADL.
 - i. Contracts/agreements are not automatically renewed.
 - ii. For all vendors, contracts/agreements with AADL will become effective on the date specified by AADL.

- (d) **Return** the signed contract/agreement within 30 days of the date specified in the contract
- i. If AADL has not received the signed contract/agreement by the specified date, payments to new vendors will be suspended until such time as the signed contract/agreement has been received by AADL.
 - ii. AADL will send out **one reminder notice**, which will include a specified date. If the signed contract/agreement is not received by the second specified date, the vendor will have to wait for a period of no less than one year before reapplication for vendor status.
- (e) **Attend** an AADL Vendor Orientation Session **prior** to becoming an AADL vendor.
- i. Vendor Orientation Sessions will be scheduled by AADL at regular intervals.
 - ii. At least one staff member responsible for accounts receivable must attend an AADL Vendor Orientation Session.

1.3: Sale of Business and/or Change in Business Ownership

In those instances where there has been a sale of a business or a change in the ownership of a business with approved AADL vendor status, **the new owner must:**

- (a) **Notify** AADL in writing of the sale or change in ownership.
- (b) **Attend** an AADL Vendor Orientation Vendor Session.
- (c) **Be assigned** a new AADL vendor number.

SECTION 2: SERVICE ACCESSIBILITY

The vendor must:

- (a) **Maintain** a wheelchair accessible place of business.
- (b) **Maintain** as a minimum “40” hours per week.
 - i. Other hours of operation require special arrangement with AADL.

SECTION 3: GENERAL REQUIREMENTS

The vendor must:

- (a) Adhere** to the terms and conditions of their individual vendor contract/agreement with AADL.
- (b) Take** full responsibility for their individual actions and their employee actions.
- (c) Ensure** that they and their employees:
 - i. Are educated regarding the AADL Policies and Procedures as stated in the most current AADL Program Manual and updates.
 - ii. Advise clients regarding access to the AADL Program.
 - iii. Have the necessary expertise regarding the provision of AADL benefits and associated invoicing and business processes.
 - iv. Are accessible to assist clients and authorizers.
- (d) Ensure** that directors, officers, shareholders, and all employees associated with the vendor's company are not in a conflict of interest position.
 - i. Such a conflict may occur when one of the above has a personal relationship with an authorizer(s) or client(s).
 - ii. All potential conflict of interest situations must be brought to the attention of the AADL Director. Approvals are at the discretion of the Director.

SECTION 4: EMPLOYEE QUALIFICATIONS

The vendor must:

- (a) Ensure** the following certifications/qualifications for employees associated with the supply and provision of specific AADL benefits:
 - i. **Respiratory Therapy Benefits:** Respiratory Therapy Vendors must employ Registered Respiratory Therapists who are members in good standing with the Alberta College and Association of Respiratory Therapists (ACART), for the set-up of equipment and assessment of clients.

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- ii. **Hearing Aid Benefits:** As a specialty supplier, hearing aid vendors must employ clinical audiologists or hearing aids practitioners for client assessment and therapy purposes. The clinical audiologist and hearing aid practitioner must meet the qualifications as further defined in their individual contracts/agreements with AADL.
- iii. **Footwear Benefits:** As a specialty supplier, vendors must employ staff who is members in good standing with the Pedorthic Association of Canada for client assessment and therapy related services.
- iv. **Eye Prostheses Benefits:** As a specialty supplier, vendors must employ staff who are members in good standing with the American Society of Ocularists for clinical assessment and related services.
- v. **Prosthetic & Orthotic Benefits:** As a specialty supplier, vendors must employ staff who are members in good standing with the Canadian Board of Certification of Prosthetists and Orthotists for clinical assessment and related services
- vi. **Mastectomy Prostheses, Graduated Pressure Garments, Burnscar Garments, Hernia Supports:** Vendors must ensure that benefits which are dispensed and fitted, staff performing these functions must have completed a recognized Fitter's Course. Copies of course completion and/or certificates must be provided to AADL.

In addition to this section, staffing requirements are further detailed in each of the specific benefit areas, as well as individual contracts/agreements with the AADL Program.

SECTION 5: VENDOR ACCOUNTABILITY

All AADL Program stakeholders, including vendors, are accountable for their duties and actions associated with the Program.

Accountability is defined as the “obligation to answer for the execution of one’s assigned responsibilities”.

AADL Program vendors are accountable to AADL and to their clients for resource utilization and the quality of services they provide to clients. They are also accountable to their respective professional and regulatory associations for the quality of their professional practice when providing these services.

For effective accountability:

- (a) Vendors should understand their relationship, roles, and responsibilities associated with the AADL Program, and be accountable for their associated actions.
- (b) AADL should provide regular review and feedback to the vendors regarding their associated actions.

SECTION 6: CLIENT DOCUMENTATION

The vendor must:

- (a) **Have and retain** on file all necessary documentation relating to active clients for specific benefits.
 - i. Documentation must include the following:
 - Copy of the AADL authorization form.
 - Copy of the physician's prescription script (own personal or clinic prescription pad) for those benefits requiring a physician's prescription.
- (b) **Verify** with AADL that the client's authorization has not expired prior to the provision of a benefit.
- (c) **Refer** errors or omissions to AADL approved authorizers for correction prior to the provision of a benefit.
- (d) **Not** backdate or request authorizers to backdate authorizations.
- (e) **Not** fill out authorization forms.

All records created, obtained, and maintained by vendors pertaining to the authorization and/or provision of AADL benefits, are to be retained for a period of 10 years and then disposed of in a manner that will protect the confidentiality of personal information.

The 10-year retention period is to be calculated by the last day of the AADL benefit year in which the benefit was provided.

SECTION 7: PROVISION OF BENEFITS

The vendor must:

- (a) **Supply** only those benefits for which they have been registered with AADL to supply.
(Reference: Scope for the provision of benefits is identified in individual contracts/agreements with AADL)
- (b) **Supply** benefits only to clients who have a valid authorization.
- i. It is the vendor's responsibility to ensure that the client's authorization is valid and current on the service date.
 - ii. An invoice generated pursuant to an expired authorization will not be paid by AADL. Furthermore, as this is the vendor's responsibility, the vendors should not bill or invoice clients for their error.
- (c) **Provide** only the benefits listed on the AADL Authorization Form.
- (d) **Provide** only the benefits which have a valid catalogue number as identified in the most current AADL Program Manual and updates.
- (e) **Adhere** to AADL standards for equipment, supplies, and service.
- i. Applicable standards are defined in the specific benefit sections of the manual.
- (f) **Ensure** that no product substitution occurs without prior approval from AADL.
- (g) **Ensure** that clients have prior approval from AADL for benefits, which exceed AADL program parameters for quantity and frequency limits.
- (h) **Provide** new unused benefits/products to AADL clients.
- i. Exceptions are:
 - Large recyclable equipment
 - Recycled seating
 - Wheelchairs
 - Artificial Larynx
 - Respiratory therapy equipment

- (i) **Ensure** that manufacturer's warranties are honored.
 - i. Ensure that defective supplies and equipment are replaced at no cost to the client or AADL.
- (j) **Return** the authorization form to the authorizer or the client if the vendor is unable to supply the benefit authorized.
- (k) **Ensure** that AADL's principles for benchmark pricing are adhered to.
 - i. AADL defines product quality standards and set the benchmark price for identified AADL benefits.
 - ii. Vendors registered with AADL must provide a product, which meets the product quality standards at, or below, the AADL benchmark price.
 - iii. AADL will fund benefits at the current benchmark, retail, or sale shelf price, whichever is lower.
 - iv. Vendors registered with AADL must be allowed to operate in a competitive free market environment.
 - v. By use of a mutually agreed process between AADL and vendor representatives, AADL must provide a mechanism for regular and exceptional reviews and pricing adjustments.
- (l) **Not refuse** to provide AADL benefits and/or services to an AADL client or authorizer. In the event of concerns with an AADL client or authorizer, the vendor must inform AADL in writing detailing the circumstances and concerns.
- (m) In the event that AADL has been informed in writing by an authorizer or client that a vendor has provided unacceptable service to an authorizer and/or client, AADL will follow up directly with the vendor.

SECTION 8: PRICING & INVOICING

The vendor must:

- (a) **Ensure** that AADL is invoiced only after the vendor has received a valid AADL Authorization Form and that the authorization is current on the service date.
 - i. AADL will not pay a vendor in the event that the vendor provides a benefit after a client's authorization has expired. The vendor should not bill the client for vendor errors associated with expired authorizations. Clients will be informed of the reasons why AADL did not pay for the benefit(s).

- (b) **Ensure** that AADL is invoiced only on or after the date the client has received the benefit (date of service)
- (c) **Adhere** to AADL pricing and pricing methodologies as listed in the specific areas and updates by AADL.
 - i. Additional details are included with individual contracts/agreements.
- (d) **Adhere** to AADL invoicing procedures as further defined in the AADL Program Manual.
- (e) **Be responsible** for the accuracy of invoicing, as well as the timely correction of invoicing errors.
 - i. It is **inappropriate** for vendors to bill a client for errors the vendor has made. Clients will be informed of the reasons why AADL did not pay for the benefit(s).
- (f) **Ensure** that extra charges to clients occur **only as determined by AADL** policies and procedures.
 - i. Vendors must not bill the client for an AADL benefit if the vendor has exceeded the maximum amount of time allowable for submission of claims to AADL. Clients will be informed of reasons why.
- (g) **Be responsible** for the determination of client cost-share status (eligibility) at the time of the provision of the benefit (date of service).
 - i. Cost-share status is determined by AADL on the benefit year (July 1st through June 30th).
- (h) **Be responsible** for the collection of the cost-share portion from the client.
- (i) **Submit** invoices to AADL no later than six (6) months from the client's date of service.
 - i. Invoices received by AADL later than six (6) months from the client's date of service **will not be paid** by AADL. Clients should not be invoiced for a vendor's error.
 - ii. Vendors have twelve (12) months from the client's date of service to resolve invoice errors.
- (j) **Not** waive the client cost-share portion for any reason unless the client is exempt from AADL's cost-share policies.

- (k) **Not** include upgrade costs on AADL invoices. All AADL clients are responsible for costs associated with upgrades.
- i. It is the vendor's responsibility to explain that 100% of upgrade costs are not paid by AADL.
- (l) **Not** charge AADL for GST in the invoicing of benefits. AADL is not subject to the Goods and Services Tax or the Harmonized Sales Tax.

SECTION 9: PROMOTION OF BENEFITS

The vendor may:

- (a) **Use** the reference "AADL Vendor" in verbal and/or written promotional activities.
- i. Verbal or written promotional activities must not contain the following:
- Direct reference to the "Alberta Aids to Daily Living Program" on the front cover.
 - Claim "copyright" on AADL information and policies.
 - Make use of AADL policies and procedures as part of any merchandising strategy.
- ii. While it is recognized that vendors are a valuable resource, clients and/or authorizers should be encouraged to contact AADL with their concerns or questions.
- iii. AADL is available to review the contents of verbal and/or written promotional activities to ensure compliance with AADL policies and procedures.
- (b) **Not** solicit business by promoting "Approved (Registered) AADL Vendor" or other similar wordings while engaged in verbal or written promotional activities.
- (c) **Not** solicit business by informing clients verbally or in writing that they are "due or eligible for replacement benefits".
- (d) **Not** solicit business by waiving the client cost share portion of the cost of the benefit.
- (e) **Not** reproduce any part or whole of the AADL Program Manual or Pricing Information without the prior written approval of the AADL Director.

SECTION 10: REPORTING & AUDITING

The vendor must:

- (a) **Within 30 days** of the receipt of a written request from the AADL Director (or designate), provide records, reports and returns as specified in the request. This includes information regarding AADL clients and the provision of benefits and services.
- (b) **Within 30 days** of the receipt of a written request from the AADL Director (or designate), provide current business information as required under the terms of the AADL vendor contract/agreement.
- (c) **Allow access** at any time to AADL staff, or other agents authorized by the AADL Director, to inspect any properties associated with the provision of benefits and services to AADL clients.
- (d) **Allow access** during normal business hours to AADL staff, or other agents authorized by the AADL Director, to documents or records in the possession of the vendor, to make copies of them, or to temporarily remove them for the purpose of making copies.

AADL staff and other agents of Alberta Health who remove documents or other records from the vendor shall:

- (a) **Provide** a receipt for the items to the person from whom the items were taken.
- (b) **Provide** a copy of items removed to the person from whom they were taken or to a person who is entitled to custody of them.
- (c) **Return** the items to the person from whom they were taken when they have served the purpose for which they were taken.

SECTION 11: DISCIPLINARY ACTIONS

AADL and vendors work in partnership to provide clients with benefits and services in a high quality and timely manner. It is anticipated that in most cases AADL and the vendor will be able to resolve any inappropriate practice or unsatisfactory performance.

Failure to comply with the Vendor Section of the AADL Program Manual, and/or vendor contracts/agreements will result in the initiation of disciplinary actions by AADL.

Disciplinary actions are at the discretion of the AADL Director, and may result in any or all of the following:

- Credit of funds to AADL from future payments to the vendor
- Suspension of vendor status
- Termination of vendor status.

The steps involved in the investigation of non-compliance with vendor responsibilities, policies and procedures and contracts/agreements is as follows:

11.1: Step 1:

- (a) AADL will advise the vendor of any inappropriate practice, unsatisfactory performance, or non-compliance with vendor with the contract(s) or policies and procedures. The appropriate AADL consultant will contact the vendor by telephone to:
- i. **Confirm** that an inappropriate / non-compliant practice or conduct has occurred.
 - ii. **Confirm** the actions the vendor is to take to rectify such practice or conduct.
- (b) Discussions will be documented and filed at AADL with a copy provided to the vendor.

11.2: Step 2:

- (a) If vendor performance is not resolved by Step 1, AADL will advise the vendor in writing of inappropriate practices or non-compliant conduct.
- (b) If necessary, a meeting will be scheduled and include AADL, and vendor staff as appropriate.
- (c) All correspondence will be faxed and sent via mail.
- (d) The vendor must acknowledge in writing their receipt of AADL correspondence by the date specified.
- (e) The vendor must confirm in writing that the vendor agrees to comply with the actions specified by AADL by the date specified in correspondence.

- (f) If there is no response to AADL by the specified date, AADL will suspend vendor status and payment of invoices for a maximum of 30 days.
 - i. Successful compliance with remedial actions and attainment of an acceptable level of performance may result in the reinstatement of vendor status.
- (g) If there is no written response and compliance by the specified date, vendor status will be terminated.

11.3: Step 3:

If a vendor's inappropriate practice(s) or conduct is not resolved after Step 2, then:

- (a) **Payments** to the vendor will cease immediately.
- (b) **A meeting** will be scheduled between AADL management and staff, and vendor management and staff. The meeting will review concerns and inform the vendor of disciplinary actions.
 - i. The meeting will be documented in writing and minutes provided to both parties.
 - ii. Copies of all correspondence will be filed in AADL and copied to other authorities as appropriate, including professional associations.

11.4: Termination of Vendor Status

In the event of termination of vendor status, a vendor will be considered for reapplication as an AADL vendor:

- (a) After a period of no less than 6 months.
- (b) After there is evidence indicating that the inappropriate / non-compliant practice or conduct will not occur again.
- (c) Readmission to the AADL Program as a vendor is at the discretion of the AADL Director.
- (d) All vendors re-applying for vendor status with the AADL Program must attend a vendor orientation session and sign a new contract.

11.5: Immediate Suspension

Immediate Suspension: In the event that the AADL Program considers the inappropriate / non-compliant practice or conduct made to be significant, AADL reserves the right to immediately suspend vendor status pending the outcome of a full investigation.

SECTION 12: SPECIALITY SUPPLIERS

12.1: Assessment

The Specialty Supplier will:

- (a) **Assess** clients who have a long term disability or chronic illness requiring an orthotic or prosthetic device, a hearing aid, a custom made ocular prosthesis, or custom made footwear.
- (b) **Determine eligibility** of clients for AADL benefits.
- (c) **Recommend** the most appropriate benefit that would best match the client's basic needs with the benefits available through the AADL Program.
- (d) **Recommend** the benefit quantity required.
- (e) **Explain cost sharing and benefit assistance** policies pertinent to the client.
- (f) **Explain the quantity limits** related to the benefits that the client is eligible to receive.

12.2: Provision of Benefits

The Specialty Supplier will:

- (a) **Ensure** clients are aware of their responsibilities related to the AADL Program benefits.
- (b) **Provide only approved** benefits.
- (c) **Ensure** that replacement items are assessed for only when the current device is no longer meeting the client's needs.
- (d) **Comply** with AADL's policies and procedures.
- (e) **Supply** AADL benefits only to eligible clients as defined by the client eligibility criteria listed in specific benefit sections of the Program Manual.

12.3: Service

The Specialty Supplier will:

- (a) **Provide** appropriate **follow-up activity**, which will ensure that the benefits serve the purpose for which they were provided.
- (b) **Ensure** their staff is accessible to clients and authorizers.
- (c) **Ensure** defective supplies and equipment is replaced at no cost to the client or AADL.
- (d) **Honor** manufacturer's warranties.
- (e) **Provide** advice to clients and authorizers.
- (f) **Resolve** supplier's errors.
- (g) **Resolve promptly all errors** relating to the assessment of a client's benefits (eg. duplication of benefits, client eligibility status, and assessment errors).

12.4: Documentation

The Specialty Supplier will:

- (a) **Complete the authorization form** with the appropriate catalogue number according to AADL Program procedures.
- (b) **Document the printed name and signature of the assessor** under special instruction section of the authorization form.
- (c) **Provide required documentation** to appropriate AADL staff as requested.
- (d) **Ensure** billing for benefit occurs after an AADL authorization is approved and benefit is provided to client.

12.5: Pricing and Invoicing

The Specialty Supplier will:

- (a) **Collect** cost share amount from client.
- (b) **Collect** upgrade amounts from the client.
- (c) **Invoice** AADL for benefits provided.

Specialty Suppliers must also adhere to the policies and procedures referenced in Vendor Sections 2 through 11.

ALBERTA AIDS TO DAILY LIVING (AADL) PROGRAM

SUPPLEMENTAL MANUAL INFORMATION

AADL ASSESSOR QUALIFICATIONS

For effective accountability, all AADL assessors and authorizers should understand their relationship, roles, and responsibilities associated with the AADL Program, and be accountable for their associated actions.

All AADL Assessors must meet specific qualifications.

An Assessor:

- (a) **Must** be a resident of Alberta.
- (b) **Must** not be in a position to bill the clients for visits and assessments.
- (c) **Must** be a qualified health professional and be registered with one of the following professional associations, and upon request provide AADL with proof of current registration.
 - i. Registered Nurse Alberta Association of Registered Nurses
 - ii. Occupational Therapist Alberta Association of Registered Occupational Therapists
 - iii. Physical Therapist College of Physical Therapists of Alberta
 - iv. Respiratory Therapist Alberta College & Association of Respiratory Therapy
 - v. Clinical Audiologist Alberta College of Speech-Language Pathologists and Audiologists
 - vi. Speech Pathologist Alberta College of Speech-Language Pathologists and Audiologists
- (d) **Must** be employed by an RHA. Exceptions must be approved by AADL.
- (e) **Must** comply with all AADL policies and procedures.
- (f) **Must** not request backdating of authorization forms for any reason.
- (g) **Must** ensure that their assessment information is correct and provided to an AADL authorizer in as timely a manner as possible.
- (h) **Must** resolve all assessment errors in as timely a manner as possible.
- (i) **Must** ensure that their training in needs assessment (clinical expertise) and knowledge of available equipment and/or supplies is continuous, timely, and effective.