

POLICY & PROCEDURE MANUAL

MASTECTOMY PROSTHESIS

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BACKGROUND

Clients must meet general AADL criteria and specific eligibility criteria for AADL Breast Prosthesis.

AADL Breast Prosthesis request for authorization and claims are completed on-line by a valid AADL Specialty Supplier for this benefit.

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APPROVED MASTECTOMY BENEFITS

Policy Statement:

AADL Mastectomy benefits available to eligible clients include:

- Full breast prosthesis
- Partial breast prosthesis
- Fitter's fee

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ELIGIBILITY CRITERIA: **MASTECTOMY PROSTHESIS**

Policy Statement:

Eligible clients must meet the AADL general eligibility criteria and must have had surgical removal of breast tissue; or the unilateral absence of breast development causing structural deformities.

The AADL Program does NOT provide benefits to clients:

- In acute care facilities (general hospitals)
- In Mental Health Hospitals
- In short-term intervention (for example, a client waiting for reconstructive surgery)
- For pre or post-operative use
- For cosmetic or recreational purposes, including swimwear prosthesis
- For breast enhancements
- For psychological purposes

Procedure:

Client:

1. Accesses the AADL website or contacts the AADL Program for a list of specialty suppliers.
2. Pays cost share contribution and upgrade, if applicable.

Specialty Supplier

1. Determines client eligibility.
2. Assesses and determines benefits.
3. Completes all required assessment documentation.
4. Clearly documents on E-Business "Benefit Note" screen and the specialty supplier's fitter's form if the client is unilateral or bilateral.

AADL:

1. Approves or denies authorization.

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QUANTITY & FREQUENCY LIMITS: MASTECTOMY PROSTHESIS

Policy Statement:

Clients are eligible for each prosthesis every three (3) years. The quantity of mastectomy prosthesis authorized is based on the client's clinical assessment and needs.

The prosthesis is not replaced automatically every three years.

AADL considers early replacement when there is a change in the client's clinical condition (for example, significant weight gain or loss).

Procedure:

Specialty Supplier

1. Assesses client's clinical needs and provides clear documentation of the client's:
 - Change in clinical condition (for example, the specialty supplier must provide the amount of weight change and that the weight change has been stable for a least 6 months. Weight stabilization must be indicated in the QFR request.
 - The size of the existing prosthesis and the new size required.
2. Advises client of quantity and frequency limits.
3. Completes a Quantity and Frequency Review request if clinically supporting the request.
4. If NOT clinically supporting the client's request for an early replacement:
 - The Specialty Supplier does not complete the QFR form.
 - Advises clients that they are responsible for the cost.

AADL:

1. Program Manager and Quantity and Frequency Review Committee review the request and approve or deny.

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SPECIALTY SUPPLIER ROLES & RESPONSIBILITIES

Policy Statement:

Specialty suppliers are responsible for:

- Assessing clients who have had a surgical removal of breast tissue or unilateral absence of breast development causing structural deformities.
- Offering a choice of products at or below AADL's price.
- Providing benefits.
- Providing follow-up assessments.
- Submitting authorizations and invoices for benefits.

Procedure:

Specialty supplier:

1. Conducts the assessment which includes:
 - Determining client meets the AADL Program's eligibility criteria and specific benefit eligibility.
 - Ensuring the client signs the Client Declaration Form and retain form on client file.
 - Confirming client's cost-share status and explains cost-share status to client.
 - Recommending the most appropriate benefit that will meet the client's needs and documenting the client's fitting and type of prostheses that was provided on the AADL Breast Prosthesis Fitter's form.
 - Ensuring that the client is educated on the manufacturer warranty and the proper wear and care of the prosthesis that is required.
 - Explains to the client the quantity and frequency limit related to the benefit.

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2. Providing benefits:

- Provides approved AADL benefits according to the current contract.
- Completing an authorization form on e-business and submits to AADL.
- Ensures replacement items are only provided when the current device no longer meets the client's needs.
- Complies with all AADL Policies and Procedures.
- Advises the client of their responsibilities.

3. Providing follow-up service:

- Completing follow-up assessments as needed to ensure benefits serve the purpose for which they were provided.
- Maintains premise in accordance with AADL contract.
- Maintain a wheelchair accessible private fitting room.
- Employ a certified mastectomy fitter who is accessible and available to clients. Proof of the fitter certification must be on file with the AADL Program.
- Ensures the certified fitter does the actual fitting.
- Maintain adequate inventory for assessment purposes. The supplier must carry at least two complete different manufacturer product lines of prostheses and carry a variety of accessories (ie. Brassieres) to ensure proper fitting of the client's breast prosthesis.
- Ensure high quality of the stock within the shelf life of the product.
- Not solicit business. Specialty suppliers shall not send mastectomy clients reminders that their prosthesis can be replaced. Replacements are not automatic every three years.
- Promptly resolves all errors relating to the assessment of a client's benefits and resolves specialty supplier errors at no cost to the client or AADL.

AADL:

1. Ensures the breast prosthesis specialty supplier complies with roles, responsibilities and contractual obligations.
2. Conducts post-audit reviews and monitors compliance with business practices.
3. Extends expiry dates if the client continues to use a prosthesis.

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CATALOGUE LIST

Policy Statement:

Eligible clients shall be provided benefits according to the Catalogue List for mastectomy prosthesis.

Procedure:

Specialty Supplier:

1. Selects a breast prosthesis specialty supplier from the current list available upon request or on AADL website.
2. Offers client's choice of product at or below AADL's price.
3. Bills AADL and / or the client shelf price, sale price or AADL's maximum price whichever one is lower.

AADL:

1. Provides clients with information in writing upon request, or refers to AADL website.
2. Maintains list of approved breast prosthesis specialty supplier.

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