



# BULLETIN

## December 2005

### Inside This Issue

Policy & Procedures	
Important Updates	1
News & Information	2
Telehealth Conference	
Authorizer Workshops	
Staff Updates	
Medical/Surgical News	3
Manual Updates	
Vendor Fitters' Tool	
PGS Vendor Workshops	
AADL Teaches to Aspen	
Benefit News & Updates	
Changes to Benefits	4
Respiratory Update	
1250 & 1251 Tips	
Client Declaration	
The Back Page	5
Manual Updates	

### Policy and Procedure Updates

Important updates to AADL Policies and Procedures were sent to all authorizers, vendors and specialty suppliers in October. These updates relate to changes in the Quantity and Frequency Review process and the Client Choice of Vendor policy.

The **Quantity and Frequency Review** process changes were effective November 1, 2005. Please ensure you have read the materials, and use the new forms as of that date. AADL will no longer accept requests that exceed the maximum quantity and frequency parameters unless they are on the Quantity and Frequency Review Request form.

The **Client Choice of Vendor** policy update was sent in the June 2005 Bulletin. The recent mailing in October included an information sheet. In addition, authorizers received a copy of the Vendor List for Bathing, Walking and Toileting Aids and Medical/Surgical Supplies for their region. Vendor lists for all regions and all benefits are available on the AADL website:

[www.seniors.gov.ab.ca/AADL/faq/manual](http://www.seniors.gov.ab.ca/AADL/faq/manual)

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# News and Information

## Telehealth Conference a Success

On November 10, 2005, AADL conducted a conference for authorizers who authorize for compression garments.

This training conference was a first-ever for AADL, with almost 110 attendees participating from the main site at the Glenrose Auditorium in Edmonton, and 61 confirmed Telehealth sites linking in from across the province. According to the Telehealth coordinator, this was one of the largest events ever hosted via Telehealth.

Full statistics will be printed in our next Bulletin and we welcome feedback and comments from all participants.

With the success of this conference, and by utilizing the far-reaching capabilities of Telehealth, providing half-day or full-day training sessions to every region of the province is now a possibility.

AADL would like to thank Lauran Chittim, Program Manager (Medical/Surgical), who initiated, organized and conducted this conference; Linda Adams, Records Clerk, the registrar and conference coordinator; and Darryl Jasko, Telehealth coordinator.

In addition, many thanks go out to the regions for their tremendous support and enthusiasm. We look forward to future training partnerships.

## Authorizer Workshop Update

AADL has had a very busy fall. With three New Authorizer Workshops conducted in Edmonton, Calgary and Red Deer, we've trained approximately 120 new authorizers.

Three Refresher Workshops, held in Lethbridge, Edmonton and Calgary, were also very well attended with existing authorizers learning of new changes to the overall program and to each specific benefit area.

The schedule for the spring workshop series will be available in the new year. Registration forms are available from our office or by contacting your RHA representative. To attend, please note that you must have the permission of your supervisor and that all forms need to be sent to your RHA representative for approval.

Also note, as of November 1, 2005, Sarah Barter, Administrative Coordinator, is in charge of the AADL Authorizer Workshops. Sarah brings to this position a great wealth of knowledge and experience in organizing events, and has already created a new database that tracks authorizer registrations and information effortlessly.

If you have any questions or need more information on authorizer training, please contact Sarah Barter at (780) 415-2393 or Sarah.Barter@gov.ab.ca.

## AADL Staff Updates

AADL would like to extend a big welcome to Glen LaValley, our new Business Analyst. Glen joins the Systems Support team and will be involved in various projects within AADL. With Glen's experience in the private sector and his forward-thinking approach, we are very excited to have him be part of our department.

On November 1, 2005, Elaine Roebuck became our new QFR Coordinator. Having spent the previous 12 months as an Authorization Clerk for the Medical/Surgical benefit area, Elaine is very knowledgeable about AADL processes and procedures. Welcome to your new position, Elaine!

We would also like to welcome back Michelle Robertson. Michelle has just returned from maternity leave and is back in her original spot as a Claims Clerk. Everyone at AADL missed you and It's wonderful to have you back!

With this shift in staffing, Trudy Johnson left her position as Claims Clerk and returned to the Medical/Surgical benefit area as an Authorization Clerk. So when you call to check on your authorization, say a big "hello" to Trudy and welcome her back.

# Medical/Surgical News

## Manual Updates for Medical/Surgical

Authorizers and vendors, please update the following product descriptions and pricing in your AADL Program Manual:

- **Section D:** Mastectomy Prosthesis: page 1 of 1
- **Section J:** Burn Scar Garments: page 1 to 3 of 3
- **Section M:** Medical/Surgical: page 1 to 16 of 16
- **Section N:** Ready-Made compression of 1
- **Section S:** Soft Supports: 1 to 2 of 2
- **Section T:** Custom Vascular Garments to 2 of 2

## Fitters' Tool for Compression Vendors

For all ready-made compression vendors, AADL is pleased to announce a standard fitters' tool to assist in client documentation. This form is available from the front page of the E-Business website. View or print as many copies as required.

This tool is intended to create a provincial standard for fitters' documentation, similar to the standard authorizer assessment tool implemented on September 1, 2005.

In addition to creating a provincial standard, this form will assist in preventing and solving inconsistencies and client disagreements. For example, if the client refuses to use a stocking aid (stocking gloves), have the client sign the fitters' form.

If the client returns to your store, requesting replacement of their stockings due to rips and tears, this form will show the client's responsibility to purchase new stockings, as they had earlier refused a stocking aid.

If the client contacts AADL with the same request, AADL will ask for a copy of the fitters' form to support the vendor's decision not to replace the client's stockings.

If you have any questions or require further information, please contact Lauran Chittim, Program Manager (Medical/Surgical) at (780) 422-4846 or [Lauran.Chittim@gov.ab.ca](mailto:Lauran.Chittim@gov.ab.ca).

## Compression Vendor Workshops

AADL has received a warm and enthusiastic response from the vendor community for AADL's first compression garments/Pressure Gradient Stocking (PGS) vendor workshop series. AADL plans to hold several more PGS vendor training sessions in spring 2006.

For those who attended a PGS session this past fall and would like a copy of the PowerPoint presentation, please log onto AADL's E-Business website to download, view and print a copy of the slides. The PGS presentation is available from the front page of the E-Business website.

If you do not have access to the E-Business site and would like a copy of the presentation, or you wish to register for a spring PGS training session, please contact Dani Anderson at (780) 422-7030 or [Dani.Anderson@gov.ab.ca](mailto:Dani.Anderson@gov.ab.ca).

## AADL Teaches Incontinence Strategies

At the request of Aspen Regional Health, Lauran Chittim, Program Manager (Medical/Surgical), conducted a three-hour training session on October 19, 2005. Presented via Telehealth, this session provided key incontinence strategies for frontline staff.



Although some Telehealth sites had cancellations, those in attendance from Barrhead, Hinton, Jasper, Slave Lake and at the main site in Westlock, were very interested in techniques available to assist clients in becoming continent.

In addition, Lauran presented information on best practice and AADL's role in developing teaching tools to assist authorizers in training their clients and families.

With the availability of Telehealth to teach across distances, AADL will be looking to the future for other training opportunities. Look for upcoming articles and documentation on Telehealth Etiquette and how to be an active participant.

# Benefit News & Updates

## Changes to Benchmark Benefits

**C061 Wheeled Walker with Brakes:** Now described as 2 or 4-wheeled walkers, we have removed the “three-wheeled” walker option. The increased price is for a benchmark item with hand brakes rather than push-down brakes.

**C130 Adjustable Forearm Cane (gutter crutch):** This has been deleted as a benefit, as it has been used infrequently over the past three years.

**B220 Raised Toilet Seat:** This benefit contains a variety of raised toilet seats, some of which will accommodate 300 lbs. When applicable, authorizers should indicate on the 1250 form that the client requires a heavier-duty choice when requesting a raised toilet seat.

**B221 Raised Toilet Seat - Heavy Duty:** This benefit was changed to *Extra Heavy Duty Toilet Seat with Frame*. This item looks less like a raised toilet seat and more like a G001 commode. The difference is that it does not include a commode pan. For a bariatric client, this is a safer and more stable choice. Please note that this is a prior approval item and that the client's weight must be included on the 1250 form.

## Client Declaration - Signature of Legal Guardian/Trustee

Last year, AADL revised the 1250 and 1251 Client Declaration, requiring the signature of the Legal Guardian/Trustee when the client is unable to sign.

Previously, AADL required only the name and phone number of the legal guardian/trustee. The additional requirement for the signature has resulted in some delays for clients when their legal guardian/trustee lives in another community or province.

Please be advised that when the legal guardian/trustee is difficult to reach or lives out of town, AADL will accept the name and phone number of the legal guardian/trustee. It is not necessary to obtain signatures of legal guardians/trustees who live out of town or province.

If you have any questions, please contact Terri Lynn Almeda, AADL Policy Advisor, at (780) 422-7124 or [TerriLynn.Almeda@gov.ab.ca](mailto:TerriLynn.Almeda@gov.ab.ca).

## Respiratory Update

**Correction:** The following pricing indicated in the August 2005 Bulletin should have read:

**Rural flat rate:** \$329/month, client's cost share portion is \$82.25/ month.

## 1250 & 1251 Tips and Tricks

### Dealing With Carbon

Before you have the client sign the 1250 or 1251 form, remove the carbon first. Removing the carbon will allow the signature to transfer to all copies. In the future, both the 1250 and 1251 will be going carbonless, providing a more user-friendly and environmentally-friendly document.



### Speed Up the Process

When submitting a 1250 or 1251 form that contains additional supportive material, such as wheelchair spec sheets, please ensure that the supplemental documentation is attached behind the 1250 or 1251 form. Removing staples and sorting authorization submissions takes time and delays the process.

# The Back Page

...cont'd from page 1

## QFR Contact Information

### General inquiries:

Connie Brooks  
Chair, QFRC  
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Connie.Brooks@gov.ab.ca

Terri Lynn Almeda  
Policy Advisor  
(780) 422-7124  
TerriLynn.Almeda@gov.ab.ca

### Information related to a specific benefit area:

The appropriate Program Manager

### Regarding the status of a QFR Request or Director Appeal:

Elaine Roebuck  
Appeals Coordinator  
(780) 427-3866  
Elaine.Roebuck@gov.ab.ca

## Client Choice Contact Information

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Wheelchair Cushions, Accessories &  
Seating Benefits  
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## AADL Program Manual Updates

SECTION	REMOVE FROM MANUAL	REPLACE IN MANUAL	COMMENTS
B	B-7 to B-10	B-7 to B-10	Revised Descriptions & Pricing
C	C-5 to C-9	C-5 to C-8	Revised Descriptions & Pricing
D	"D" APL – Page 1	"D" APL – Page 1	Revised Descriptions & Pricing
J	"J" APL – Pages 1-3	"J" APL – Pages 1-3	Revised Descriptions & Pricing
M	"M" APL – Pages 1-16	"M" APL – Pages 1-14	Revised Descriptions & Pricing
N	"N" APL – Page 1	"N" APL – Page 1	Revised Descriptions & Pricing
S	"S" APL – Pages 1-2	"S" APL – Pages 1-2	Revised Descriptions & Pricing
T	"T" APL – Pages 1-2	"T" APL – Pages 1-2	Revised Descriptions & Pricing

**Included in this bulletin is a list of vendor changes.** Please update your lists with these changes. These changes were made after the release of the QFR/Client Choice October mailing. The Region Lists online will be updated periodically and are current as of September 9 2005.