



BULLETIN

July 2006

Inside This Issue

Policy Update	
Authorizer Suspension	1
Cost-Share Exemption Thresholds	2
News & Information	3
Business Reply Envelopes	
Authorizer Workshops	
QFR Reminders	
New AADL Website	
Authorizer Contact Information	
Medical/Surgical News	4
Compression Stockings	
Reauthorizations	
Lymphedema Garments	
Future In-Services	
Mobility and Equipment	5
New Products	
Power Wheelchairs	
Prior Approvals	6
Pediatric Walkers	
Wheelchairs and QFR	
Bath Lifts	7
Permanent Loaners	
The Back Page	7
Manual Updates	

Policy Update: Authorizer Suspension

Alberta Aids to Daily Living recently reviewed the policies and procedures regarding the suspension of authorizer status. There are no significant changes to the policy or procedure, but the policies and procedures were revised to reflect the general AADL practice.

Why Change?

Authorizer suspensions generally occur for two reasons:

1. Inappropriate practices or unsatisfactory performance, and
2. Administrative reasons, such as inactivity.

Previously, the AADL Policies and Procedures provided a detailed step-by-step procedure for addressing all authorizer suspensions, regardless of the reason. The policy has been changed to describe a different procedure for authorizer suspensions, based on the reason for the suspension.

continued page 2...



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Policy Update

...continued from page 1

Inappropriate practices or unsatisfactory performance

- Authorizer suspensions for inappropriate practices or unsatisfactory performance will continue to be addressed by the detailed step-by-step procedure, as noted in the AADL Policies and Procedures, Authorizer Section 10.1 (pages 19-20).
- Section 10.1.4 has been added, to note that AADL may notify the authorizer's professional association of inappropriate practice or unsatisfactory adherence to AADL policies and procedures.

Administrative Suspensions

- Section 10.2 has been added, to address the authorizer suspensions that occur for administrative reasons. It is neither appropriate nor practical for AADL to complete all the steps involved in Section 10.1 for administrative suspensions.

Administrative suspensions may occur for the following reasons:

- The authorizer has not performed an authorization in 18 months.
- An RHA has requested suspension of authorizer status.
- The authorizer is no longer registered in good standing with active status in his/her professional association.

Suspension for these administrative reasons is at the discretion of AADL. Notification to authorizers is not provided for administrative suspension.

Enclosed with this Bulletin:

- AADL Policies and Procedures, pages 18 – 20

Contact:

Sarah Barter, Administrative Coordinator
(780) 415-2393
sarah.barter@gov.ab.ca

Wendy Vidlak, Accountability Consultant
(780) 427-9257
wendy.vidlak@gov.ab.ca

Change to Cost-Share Income Thresholds

Effective July 1, 2006, AADL increased the income thresholds for clients applying for cost-share exemption (CSE). These income levels match the new revised income levels for Alberta Health Care Insurance Plan Premium Subsidy. If a client's income is below the new income levels, they qualify for cost-share exemption.

Single - less than \$20,970
Family with no children - less than \$33,240
Family with children - less than \$39,250

To be eligible, clients under 65 must apply for Premium Subsidy through the Premium Subsidy Program, at Alberta Health and Wellness. Seniors 65 and older need to complete the Cost-Share Exemption Application available from AADL.

For further information or to request an application, please contact Client Services at (780) 427-0731 or visit the website www.seniors.gov.ab.ca/AADL.

News & Information

Business Reply Envelopes

AADL has a new return address for the business reply envelopes (NCN0067):

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

To prevent delays and lost mail, please destroy all envelopes that do not have this address. If you require new envelopes, you may place an order by logging onto the forms request website:

www.dbf.com/Mktg/acsc/request_ext.asp

Or go to the AADL website and download an order form:

www.seniors.gov.ab.ca/AADL/AV/forms_brochures

If you require further information, please contact Diane Schmidt, Information and Training Coordinator, at (780) 422-6871 or diane.e.schmidt@gov.ab.ca.

Authorizer Workshop Schedule

The 2005-2006 AADL Authorizer Workshop series finished in June with three Telehealth Refreshers offered to 14 sites throughout the province.

The 2006-2007 Authorizer Workshop series will begin in the fall and the new schedule will be available in September.

If you're interested in attending an authorizer workshop, please check our website for information, application forms and schedule information.

www.seniors.gov.ab.ca/AADL/AV/training

QFR: Important Reminders

Signatures

All Quantity and Frequency Review (QFR) forms must be signed by the client or person responsible. Without a signed form, the request cannot be processed.

If the person responsible for the client is unable to sign, please contact Elaine Roebuck, Appeals Coordinator, at (780) 427-3866.

Use IVR

Before completing and submitting a QFR form, check the client's consumption through IVR. This will determine whether a QFR is needed.

New AADL Website Launched

In May 2006, AADL launched a revamped public website. It has the same address and same look, but with more information.

New features of the site include:

- New navigation
- An area for authorizers and vendors
- Downloadable forms and brochures
- Training opportunities
- Authorizer workshop schedules
- News and information updates
- Current and previous AADL Bulletins

If you have any comments or suggestions, please contact Diane Schmidt, Information and Training Coordinator, at (780) 422-6871 or diane.e.schmidt@gov.ab.ca. We'd love to hear from you.

www.seniors.gov.ab.ca/AADL

Authorizer Contact Information

Authorizers: When you complete an AADL form that asks for your telephone number, please include your extension. Providing your extension allows AADL staff to contact you quickly and easily if follow-up is required.

Medical/Surgical News

Compression Stockings

September 2005, to be eligible for compression stockings, clients must have signs and symptoms of Chronic Venous Insufficiency (CVI) Class 2, Class 3 or Chronic Lymphedema. Clients presenting only with edema are *not* eligible for compression stockings through the program.

If you have completed a lower leg assessment form and your client has no evidence of hemosiderin staining and/or atrophie blanche and/or lipodermatosclerosis and/or a lower leg ulcer that has recently healed, **do not** complete an authorization form because the client does not qualify for assistance through AADL.

Clients with recent leg ulcers may not present with signs and symptoms of CVI Class 2. However, after the leg ulcer is closed, it is imperative to have the client wear compression stockings to prevent re-ulceration and further development of CVI Class 2.

If the client does not present with any of the above, the client is *not* eligible for AADL compression stocking benefits. Please do not complete the authorization form if you are not sure the client qualifies. Instead, fax the completed lower leg assessment form to Lauran Chittim, Program Manager (Medical/Surgical, Custom Footwear). She will review the information and then contact you. Please fax assessment forms to (780) 422-0968.

Reauthorizations of Compression Stockings

Clients who previously received compression stockings through the program are not automatically eligible for compression stockings. Existing clients must meet the same eligibility criteria as first-time clients. Unfortunately in the past, clients were authorized compression stockings from AADL despite not meeting AADL's eligibility criteria.

Clients with questions about AADL's coverage of compression stockings can be referred to AADL's web site at www.seniors.gov.ab.ca/AADL in the program manual section.

Please share the information from the webpage if the client does not have web access.

Lymphedema Garments

Clients who require lymphedema garments must have a prescription stating they have chronic lymphedema. This prescription must be attached to the authorization form.

Even with the prescription, the authorizer needs to medically assess the client to confirm they do have chronic lymphedema.

Future Educational In-Services

Authorizers: Half-day in-services are currently being considered for the following topics:

- Incontinence: urinary tract infections, intermittent catheters, etc.
- Chronic Venous Insufficiency

The in-services would be conducted by telehealth, similar to the pressure gradient stocking in-service that AADL presented last fall.

If you are interested in a half-day in-service on one or both topics, please contact Lauran Chittim, Program Manager (Medical/Surgical, Custom Footwear), by fax at (780) 422-0968 or by email at lauran.chittim@gov.ab.ca.

Please indicate which specific topics interest you, and if there is a group of authorizers who want to attend, please provide contact information and the number of people in your group. Deadline for submission is July 30, 2006.

Mobility & Equipment

New Products for July 1, 2006

Power chairs:

Permobil C300 – new adult power chair
Permobil C500 – new adult power chair
Invacare Pronto M71 – new pediatric chair
Quantum Dynamo 1107 - new pediatric chair
Quantum Jazzy 6000 – replaces 1420
Quantum 600 – replaces 1122
Quantum Vibe – replaces Blast 850

Large equipment:

Healthcraft Asista Rail Deluxe
Waverly Glen Griffin ceiling Lift
BHM V-3 Ceiling Lift

Pediatrics:

Snug Seat Crocodile Gait Trainer
Snug Seat Gator Gait Trainer
Otto-bock Nurmi Neo walker
Dynamic Health Care Kidz Commode APC
Dynamic Health Care Kidz commode SPC
Manatee Bath Seat
Blue Wave Toileting System
Snug Seat Gecko Standing Frame

Power Wheelchairs

Who Can Assess and Authorize?

Only an AADL authorizer can make an assessment for a power wheelchair and order one. An assessor cannot do the assessment and have an authorizer sign for it. Due to the complexity of power wheelchairs, it is important that the authorizer has been fully involved in the assessment, trial and specifications of the chair. The authorizer will be held accountable for information supplied on the power wheelchair application and respond to any questions from AADL. Authorizers must review all specification sheets prepared by the vendor.

Power Tilt, Tilt Recline and Elevating Leg Rests

Since the introduction of this benefit in July 2005, AADL has purchased some very expensive power wheelchairs. Approximately 65 clients have received chairs with one or more of these added components.

Unfortunately, the tilt and tilt/recline mechanisms appear to be durable and relatively problem free, unlike the elevating leg rests. Many leg rests have been damaged when clients collide with doors and walls, and some individual repair bills for bent or broken brackets have been almost \$1,400. This is **not** acceptable because this damage is not covered by warranty and expensive repairs use more than the client's yearly repair allotment.

If these incidents continue, AADL will have no choice but to term this type of damage as "abuse," and the client will be held financially responsible for the repairs. It may also result in this benefit being reevaluated to decide if it can continue to be offered.

Authorizers are asked to be very selective in referring clients for these power chair add-ons. The client must have excellent driving skills, exercise good judgment in the use of the elevating legs and understand they should not drive with the legs in an elevated position.

Specialty Drive Controls

Authorizers: Be aware that AADL does not purchase all specialty drive controls. When in doubt, please contact Rick Fakeley, Technical Specialist, at (780) 422-9642 or rick.fakeley@gov.ab.ca.

Spec Sheets

When configuring a power chair, authorizers may only choose from items listed on the specification (spec) sheet. Any unusual requests for special needs must be priced and itemized on a separate sheet. AADL will not purchase custom order seating sizes for power tilt and power tilt/recline chairs.

Mobility & Equipment

Prior Approvals

When equipment is labeled “prior approval” on the Approved Product List (APL), the authorizer must support the equipment request with extra clinical information added to the authorization form. **Do not phone AADL for a “prior approval”.**

Pediatric Walkers

Authorizers for pediatrics are reminded to review the new APLs for changes to AADL funded walker accessories for use on pediatric walkers. If a client chooses another option, they are responsible for paying the full amount.

Wheelchairs

You can help AADL place timely wheelchair orders by ensuring your paper work is complete. Errors and omissions are causing unnecessary delays.

Replacement Chairs

Requests for replacement wheelchairs need appropriate documentation. You must submit a 1251 form, specification sheets and both QFR forms: Wheelchair Quantity Frequency Review Form found in the “W” section; and the general Quantity Frequency Review Form found in the General Policies and Procedures section of your program manual.

The Quantity Frequency Review form **must** be signed by the client or person who is financially responsible. There are no exceptions. The form will not be processed without a signature; it will be returned to the authorizer. If the person financially responsible does not live in the area, the form can be mailed or faxed to the responsible person for signature.

Manual Wheelchair Specification (Spec) Sheets

Review the spec sheets you are signing/providing. Ensure there are no errors or omissions. Read the manufacturer’s footnotes to confirm that the configuration is possible. **Note:** Review specification sheets that have been completed by the vendor. Vendors can make errors too!

Power Wheelchair Specification (Spec) Sheets

Power wheelchair spec sheets are becoming more complicated. It is *very* important the information on the sheets are correct. If you have a question that cannot be answered by the vendor, please contact Rick Fakeley, Technical Specialist, at (780) 422-9642 or rick.fakeley@gov.ab.ca.

The Back Page

...Mobility and Equipment continued from page 6

Bath Lifts

AADL has transitioned from hydraulic bath lifters to battery operated bath lifters. The Clark bath lift and the Aquatic M2 hydraulic lift are still available for new purchase if needed. The Aquatec Classic will continue to be available for the next couple of years through the recycle pool, but AADL will no longer purchase this lift. If the special back with laterals is needed for an Aquatec Classic, AADL will continue to buy the special back for use with children as long as it is available. This back can be added to the lift from recycle.

The battery operated bath lift is now available to all clients. It is no longer a "prior approval" item.

Permanent Loaners

Requests for permanent loaner equipment are being processed on a regular basis. If a client has returned a wheelchair to you for recycle, and if the chair is an older model or has been in use prior to 1999, you may request to keep the chair as a permanent loaner for your facility.

If you need permanent loaners, please fax your detailed request to Bill McBride, Inventory Management Specialist, (780) 422-0968 or email him at bill.mcbride@gov.ab.ca.

AADL Program Manual Updates

SECTION	REMOVE FROM MANUAL	REPLACE IN MANUAL	COMMENTS
Policies & Procedures	Pages 17 to 20	Pages 17 to 20	Authorizer Suspension
G	Bathing and Toileting Aids: P&P pages G-11 to G-23, APL and Vendor List	Bathing and Toileting Aids: P&P pages G-11 to G-21, Section "G" Appendices, APL and Vendor List	Updated
K	Pediatric Equipment: P&P pages K-3 to K-4 and K-9 to K-14, APL and Vendor List	Pediatric Equipment: P&P pages K-3 to K-4 and K-9 to K-14, APL and Vendor List	Updated
L	Lifts and Transfer Aids P&P pages L-11 to L-28 Bed APL and Lifts & Transfer Aids APL and Vendor List	Lifts and Transfer Aids P&P pages L-11 to L-24, Section "L" Appendices, Bed APL and Lifts & Transfer Aids APL and Vendor List	Updated
V	Wheelchair Accessories: P&P pages V-1 to V-9 APL and Vendor List	Wheelchair Accessories: P&P pages V-1 to V-9 APL and Vendor List	Updated
W	Wheelchairs: P&P pages W-9 to W-23 APL and Vendor List Category "D" Wheelchairs instruction page (leave in Client Declaration) Power Tilt Request Document Procedure	Wheelchairs: P&P pages W-9 to W-24 APL and Vendor List Note: Category "D" Wheelchair and Power Tilt instructions are now in the P&P section	Updated
Z	Recyclable Benefits: Z-1 to Z-14	Z-1 to Z-10 and Section "Z" Appendices	Updated

Included in this bulletin is a list of vendor changes from February 1 to May 31, 2006. Please update your lists with these changes. The online Region Lists are only current as of September 9, 2005.