



BULLETIN

July 2007

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Summertime . . .

and the living at AADL can be hectic

The new benefit year starts on July 1, 2007.

The AADL will issue 2007/2008 Cost-Share Exemption (CSE) cards to clients who qualified for Alberta Health Care Premium Subsidy or are over the age of 65 and previously qualified for cost-share exemption. Clients who did not access AADL benefits in the 2006/2007 benefit year must phone AADL to request a card for the 2007/2008 benefit year, as it will not be mailed. This year there are no changes to the cost-share exemption income levels. You will need to start using the new cost-share exemption form located on the e-business or AADL websites. A new Alberta Health Care Premium Subsidy form is available on the AADL website.



With the new benefit year, phone calls to AADL increase. Everyone helps out by answering additional calls. We do our best to keep up, and authorizers and vendors can help by keeping these things in mind:

1. **Please use the IVR** - You can use the IVR to determine a client's cost-share status, what benefits the client has received and the authorization status.
2. If you need more specific information you cannot get from the IVR, **use your AADL staff list and call their direct line.** If you are calling about a specific benefit, please call a clerk directly in that benefit area. This will allow our receptionist to respond to calls from the public.
3. If you call a staff member and get their voice mail, please leave as much information as you can on the voice mail, including the client's PHN (very important). This will help avoid "voice mail tag" and unnecessary phone calls. Please be patient when waiting for a staff member to call you back, as we are doing our best to return calls in a timely manner.

Thank you for your patience over our busy summer months. Have a great summer!

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when prompted
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News & Information

Residential Access Modification Program (RAMP) - A Primer for Authorizers

In the March 2007 Bulletin, AADL welcomed the Residential Access Modification Program (RAMP). While RAMP and AADL are both part of the Disability Supports Division, the two programs are separate with their own eligibility requirements, income thresholds and guidelines.

RAMP clients are not considered AADL clients. Consequently, AADL features such as the cost-share exemption, do not apply under RAMP. Here is more information on RAMP:

Income Guidelines

RAMP considers most sources of gross annual income. The maximum income level is adjusted each year in July. If the applicant's income is over the threshold and/or they are employed, call Dennis Spilak, Program Advisor at (780) 427 5760 to discuss exceptions.

Wheelchair Use and Eligibility

The applicant is using a wheelchair on a permanent and/or continuing basis, either constantly or intermittently, or will be within 12 months. The symptoms of certain illnesses may mean the applicant uses a wheelchair one day and not the next. The applicant may use a wheelchair for trips to medical appointments, shopping or visiting, or both in their home and in the community.

General Eligibility

People with neuro-degenerative diseases (MS, MD, ALS, Alzheimer's, COPD) and stroke victims who are not recovering are also eligible for RAMP. Those applicants that have an income over the eligibility guidelines are reviewed on a case-by-case basis to consider financial hardship for the applicant or the applicant's family if RAMP funding is denied.

Applicants may be considered for a second grant if forced to move because of marriage dissolution, medical reasons, the landlord demanding that the person vacates, and/or age related frailties (75 years and over).

Applicants may also receive additional grants if the previous grant was 10 years ago.

Allowable Items

RAMP provides up to **\$5,000** in funding for eligible low-income Alberta disabled residents; one applicant per property (principal personal residence in Alberta) for the following (in alphabetical order):

Permanent Modifications

Exterior

- Carport floor repair (if uneven and if necessary for wheelchair access to residence)
- Chair lift with electrical connection
- Curb guards (edges for walkways)
- Decks (112 sq. ft.)
- Door (main entry type) and storm door widening and replacement (left or right opening, kick plate)
- Driveway (12 ft. x 23 ft.)
- Garage floor repair (if uneven and if necessary for wheelchair access to residence)
- Landing pads (upper and lower) may be 5 ft. x 7 ft., 6 ft. x 7 ft., or 8 ft. x 8 ft. (depending on wheelchair and access)
- Loading pads (5 ft. x 5 ft.)
- Porch lifts with electrical connection
- Ramps
- Site preparation for a porch lift
- Thresholds
- Walkways



Interior

- Bathroom modifications
- Ceiling track lifters (for bath lifts)
- Common areas (corner & edge guards, grab bars, lighting for access, rails, wainscoting)
- Corridors (protective surfacing)

VISIT RAMP's website:

www.seniors.gov.ab.ca/housing/family_special/supportive_housing/existing_programs/index.asp#RAMP
or contact RAMP's email: RAMP@gov.ab.ca

News & Information

- Door widening (includes kick plate)
- Electrical (to allow access and use for wheelchair user – lowering of switches and electrical panel, raising of wall plugs)
- Elevators (if applicant is able to provide confirmation of additional funding sources)
- Enlarging of a bedroom, living room, dining room for the wheelchair user
- Entrance hallway modification (to allow wheelchair access)
- Flooring changes from carpet to vinyl or laminate (up to \$50 per sq. yd. in total)
- Grab bars (over the Alberta Aids to Daily Living maximum of three)
- Hinges (swing-away)
- Kitchen modifications (includes front use appliances) if applicant is main user of kitchen
- Laundry room move to the main floor (includes basic model front loading appliances)
- Platform lifts with electrical connection
- Plumbing for bathroom modification
- Pocket door installation
- Stair lifts with electrical connection
- Thermostat (lowering)
- Threshold ramps between rooms

Temporary Modifications

- Purchase of metal exterior ramps (12 ft.) for rental situations where the landlord does not allow permanent modifications (this ramp may be moved to another location)
- Funding for purchase of exterior porch lifts with temporary modifications for site preparation (pressure treated wood bases or bases constructed from concrete blocks)
- Funding provided on a temporary basis for limited time periods for exterior ramp rental that a person requires prior to a move to a permanent location or until the season changes to allow exterior work to be completed
- Funding may be provided for exterior metal ramp or exterior porch lift rental for palliative applicants

Respiratory News

Effective July 1, 2007, AADL will no longer be providing aerosol compressors for the delivery of aerosolized medications, such as Ventolin. This is a direct result of changes in medical practice and reflect many reports and studies that confirm the use of metered dose inhalers (MDIs) are as effective or more effective than nebulized treatments. MDIs are most efficient when used with spacers and can be used by all ages.

Clients with a tracheostomy will still be provided with humidity therapy and a dual use adapter, if needed for aerosolized medication.

Following Health Sciences Association of Alberta Collective Agreements, AADL has increased the home oxygen flat rate fee. This has increased the payment to the Respiratory Specialty Suppliers for the provision of home oxygen to \$331/month in an urban setting and \$362/month in a rural setting.

Any Questions? Contact Connie Brooks at (780) 422 5064 or Mariana Chan at (780) 422 4864.

NEW AADL Authorization Forms

The new general (ED to EH prefixes) and wheelchair (EJ and EK prefixes) authorization forms introduced in March 2007 have an important new change. If the client cannot sign the form, **AADL now requires the signature of the person financially responsible for the client.** Without a signature, the authorization form will not be accepted. AADL has made this important change due to liability considerations and we appreciate your co-operation.

NOTE: The old Authorization (AADL 1250) and Wheelchair Authorization (AADL 1251) forms will be accepted until **June 30, 2007.**

If you have not already done so, please order a three to four-month supply of forms online at https://secure5.datagroup.ca/acsc/request_ext.asp In the meantime, please use your old forms until June 30, 2007. When the new forms arrive, **please destroy any outdated forms in your possession.**

News & Information

CLIENT CHOICE OF VENDORS – A HELPFUL REMINDER TO AUTHORIZERS

In 2005 AADL clarified its policy concerning an authorizer's responsibility to provide clients with a choice of vendors. The clarified policy reads:

SECTION 4: AUTHORIZATION OF BENEFITS

- (h) Ensure that clients are aware that they have a choice of a minimum of three (3) vendors, and that a full list of all AADL approved vendors is available.
- i. In some geographic areas, or for some benefits, there may not be a choice of a minimum of three (3) vendors.
 - ii. Recycle Equipment may have a limited choice of vendors.

Revised June 2005

AADL Policies & Procedures
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- (i) **Not** discriminate or intentionally malign a vendor. In the event that an AADL vendor has provided unacceptable service to an authorizer and/or client, authorizers must inform AADL in writing detailing the circumstances and concerns.

Why?

- The public expects government to be fair and follow due process when conducting business on behalf of Albertans.
- AADL is responsible to ensure that our policy supports impartiality when vendors are selected to provide AADL benefits to Albertans.
- Approximately 10 per cent of complaints formally registered with the AADL Complaint Registry are about clients' choice of vendor.
- Health regions' policies and procedures are also changing to clarify client responsibility in choosing independent health care vendors.

How to Comply

1. Complete the clinical assessment.
2. Complete the authorization form.
3. Use the AADL vendor list to identify at least three vendors that are convenient for the client. You can access the list at www.seniors.gov.ab.ca/AADL/AV/manual/index.asp.
4. If the client chooses a vendor during the assessment, fill in the vendor name on the AADL authorization form.
5. If the client is undecided, leave the information with the client with instructions to call AADL when they decide. Note "Client Choice" in the vendor space on the authorization form.
6. If you use a subset of the AADL vendor list, make the client aware of where to find a list of all the AADL vendors on the AADL website.

Medical/Surgical News

General Benchmarking Announcement

AADL's pricing for benchmark products is based on a specific product. However, the client, vendor and authorizer can choose the product if it meets AADL's generic description and standards.

AADL does not base pricing on a product that has exclusive distribution rights or a product only available through one vendor.

Continence Supplies

A reminder: Item M243 is a disposable incontinence liner with non-plastic back. It is a "booster liner" that increases the absorbency of a full brief, diaper or disposable incontinence liner with plastic back (M240).

An M243 is not a stand alone benefit and there are no exceptions. AADL only provides continence products for those clients who have moderate to severe incontinence, defined as a loss of 250 mls or greater at each involuntary void and/or defecation. If a client has moderate incontinence, the M243 (booster liner) would not be sufficient.



Children's Diapers

It's the time of year for outdoor activities and AADL would like to remind vendors that AADL does NOT provide assistance for "swimmer" diapers.

Interactive Dressings

AADL authorization clerks are receiving change forms for interactive dressings to be extended beyond their six month expiry date. Please note AADL's policies and procedures in the "M" section that state there are no renewals for interactive dressings.



If your client requires an extension, please contact Lauran Chittim, Program Manager, Medical/Surgical Supplies at (780) 422 4846.

Upcoming Conference

Working Well: Taking the Pressure Off

November 1 to 4, 2007

presented by the Canadian Association of Wound Care (CAWC)

Annual National conference in London, Ontario

For more information, visit www.cawc.net.

Web Resources

The Canadian Association of Enterostomal Therapy (CAET) offers client resources you can download. "A Guide to Living with a Colostomy; Ileostomy or Urostomy" can be



used as an additional teaching tool for your clients.

Visit their web site at www.caet.ca.

Mobility & Equipment

Large Equipment News

Vicki Tonowski, AADL New Purchase Clerk for all Large Equipment, reminds you NOT to mix recycle and non-recycle catalogue numbers on the same authorization form. For example, do not put a B220 raised toilet seat and a L202 homecare bed on the same form. These items are processed differently and involve different AADL processing staff.

Similarly, each large piece of equipment should be on an individual form. For example, do not put a shower commode on the same form as a home care bed. These items come from different vendors.

Vicki also reminds you to ensure each order is complete. She cannot order your client a commode if you do not provide her with the make and model. When these details are missed, it slows down the order time, as she needs to set the order aside and contact the authorizer for clarification. Please help reduce these omissions and reduce the time it takes for your client to receive benefits.

Products No Longer Available

The following products are no longer available as new items:



- Aquatec Mega Plex shower commodes
- Fortuna bath lifts
- Aquatec VIP shower commodes
- Invacare 9669 with 6311 wheels
- Aquatec Classic

If your client wants one of these items because they have successfully used the item the past, they may still be available in the recycle pool. E-mail Vicki Tonowski at vicki.tonowski@gov.ab.ca regarding these items.

Note that the Aquatec items have a higher seat-to-floor height and fit over most toilets.

Jumping in the Repair/Recycle Pool

AADL Wheelchair and Large Equipment Recycle vendors have asked us to remind authorizers, who send equipment back to the recycle pool – whether it is for recycle in, or repairs – to send in some information and identification with the equipment.



When the equipment arrives at the store with only the bill of lading, the only information the vendor has is the location of the shipper.

At that point, the vendor has to contact AADL and supply a serial number so they can identify who is sending in the equipment and what they are supposed to do with it.

When the serial number cannot be read, the equipment cannot be identified. It can end up sitting on the shelf until a distraught family member or authorizer calls because they are waiting for the repair, or because they are receiving "return to AADL" letters following the death of a family member. When the vendor receives this type of call, they are left searching through all the equipment for an item.

Vendors can easily assume the item is being returned to the recycle pool and can report such to AADL, and recycle it out to another client. The vendor then receives an enquiry asking when the repair will be finished because the family has been waiting.

These situations can be avoided by authorizers taking a minute to write up the client information (name and PHN), putting it in an envelope and attaching it to the item being shipped. This simple step can have a really positive outcome that saves time, energy and client inconvenience, not to mention a few headaches!

Mobility & Equipment

RICK'S TIPS – AADL Wheelchair and Large Equipment Technical Specialist

Power Wheelchair – Problems and Prevention

Power elevating leg rests

Before ordering power elevating leg rests, make sure clients:

- have good driving habits
- have good driving skills
- understand the repair costs if they damage the leg rests.

Cautionary points to remind the user before ordering:

- Do not drive with legs elevated
- Do not push doors open with the leg rests
- Do not force chair into elevators
- Do not use the legs to lift object
- AADL may not pay for damages caused by these activities

Incontinence problems and power chairs

Be sure to address incontinence problems with clients to prevent moisture going onto the motors and electronics. Leaking urine may destroy the motor.

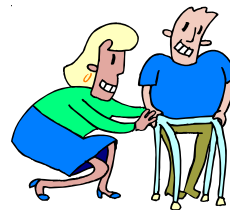
When the power chair is used outdoors, avoid driving:

- in heavy snow
- through big puddles
- in heavy rain

These activities can cause electronic and motor problems.

And remember: choose the proper chair for the client's use and activity needs.

Educational Opportunity



"Critical Pathways to Walker Prescription and Clinical Assessment"

Calgary June 27
Edmonton June 28

Jose-Luis Pita from Evolutions Walkers contracted Sheila Buck

to create a course on accurate walker assessment that is suitable for AADL authorizers to attend. The initial round of courses are scheduled in late June, and by the time this newsletter reaches you, the initial round of courses will be finished.

Please contact Evolution dealers, or Jose at Evolution ((604) 460 0228) if you would like to attend such a course in the future. He has shared the presentation notes and tool for walker assessment with AADL, and it is an excellent presentation.

Wheelchair/Large Equipment Q & As

Q – Can or will AADL sell a used chair to a client?

A – AADL no longer sells government property. Government policy states chairs we can no longer use are sent to and sold by government surplus sales.

Q – Are permanent loaners still available?

A – AADL can permanently loan used equipment to a regional health authority (RHA) for use in an RHA facility, community loaner pool, home care, etc. These requests must be made in writing to Bill McBride at bill.mcbride@gov.ab.ca.

Authorization Forms – Tips

AADL reminds you to indicate the correct vendor on your wheelchair authorization forms. Remember that some vendors have multiple outlets so you must indicate from which outlet your client prefers to trial equipment. You can either use the vendor number included on the vendor list or mention the general location (e.g., NE store).

The Back Page

Authorizer Workshop Schedule

AADL has confirmed the Fall 2007 workshop series schedule with new authorizer workshops scheduled for Edmonton and Calgary in November and Calgary only in December (see enclosed schedule in attachments).

Please note: a minimum of 40 participants must be registered for a workshop or it will be cancelled.

To apply, please complete the application form in the manual attachments and fax it to (780) 422-0968. You can also obtain an application form online: www.seniors.gov.ab.ca/AADL/AV/training/index.asp. Incomplete forms will not be processed. For more information on workshops, please contact Sarah Barter at (780) 415 2393 or sarah.barter@gov.ab.ca.

AADL Program Manual Updates

SECTION	REMOVE FROM MANUAL	REPLACE IN MANUAL	COMMENTS
G	Bathing and Toileting Aids: P&P pages G-11 to G-21, 1250 Form Example, APL and Vendor List	Bathing and Toileting Aids: P&P pages G-11 to G-22, 1250 Form Example, APL and Vendor List	Updated
K	Pediatric Equipment: P&P pages K-9 to K-14, APL and Vendor List	Pediatric Equipment: P&P pages K-9 to K-14, APL and Vendor List	Updated
L	Lifts and Transfer Aids P&P pages L-13 to L-24 1250 Form Examples (3) & Authorizer Copy Guidelines APL and Vendor List	Lifts and Transfer Aids P&P pages L-13 to L-23 1250 Form Examples (3) & Authorizer Copy Guidelines APL and Vendor List	Updated
M	M-13 to M-14 Catalogue Listing 11-12	M-13 to M-14 Catalogue Listing 11-12	Updated QFR process; Intermittent Catheter quantity increased to 70
V	Wheelchair Accessories: P&P pages V-1 to V-9 Wheelchair Cushion QFR Forms 1 Scrap / 2 Client APL and Vendor List	Wheelchair Accessories: P&P pages V-1 to V-9 Wheelchair Cushion Replacement Request Forms Scrap / Client (renamed) APL and Vendor List	Updated
W	Wheelchairs: P&P pages W-1 to W-24 1251 Form Manual Wheelchair Quantity & Frequency Review Form APL and Vendor List	Wheelchairs: P&P pages W-1 to W-24 1251 Form Wheelchair Replacement Request Form (renamed) APL and Vendor List	Updated

Included in this bulletin is a list of vendor changes from March 1 to June 30, 2007. Please update your lists with these changes. The online Region Lists are current as of March 1, 2007.