



BULLETIN

October 2007

Inside This Issue

Year One Update: Speech Generating Communication Device Pilot Project 1

News & Information 2

- 1250 and 1251 Forms — ALERT! Ramping Up the Residential Access and Mobility Program (RAMP) 3
- Attention Vendors: Confirmation of Cost-Share Exemption 4
- Attention Authorizers: Bulletin/Manual Updates Now Online AADL Receives Awards and Accolades AADL Will Soon Be On the Move . . . 5

Medical/Surgical News 5

- All About AADL Continence Supplies Continence QFR
- Community Pharmacy Perspective on Options for Constipation Treatment Authorizers - Please Use the QFR! Ready-Made Compression Garments Ready-Made Lymphedema Garments 6

Mobility & Equipment 7

- Important Message from the ALS Society
- Heavy Duty Super Pole
- 1251 Wheelchair Authorization Form
- Education Opportunities
- Rick's Tips

The Back Page 8

- Authorizer Workshop Schedule
- AADL Program Manual Updates

Year One Update . . .

Speech Generating Communication Device Pilot Project



AADL began a three-year pilot project in April 2006 to fund speech generating communication devices for Albertans with severe communication impairments.

The first person to receive a device through the project

was 10-year old Chelsea (above left). Her device helps her communicate with family, do school work by sending information to a computer and chat with friends by phone. These activities were difficult or impossible for Chelsea to do before she received her device.

Another recipient is Jack, an older gentleman who experienced a profound change in his personality as his ability to talk declined. He became withdrawn and frustrated, which was a big change from his outgoing nature and interest in meeting people. Now, with the use of his new communication device, Jack is able to stay connected with his family and friends by being able to communicate with them.

At the end of March 2007, 26 of 28 people assessed as meeting the criteria for funding had received a device. The recipients are almost equally represented from Edmonton, Calgary and other Alberta communities, with half being adults and half children. The number of recipients is expected to increase significantly during the rest of the project.

See "Year One Update", Next Page . . .



Alberta Aids to Daily Living Program
2nd Floor, South Tower
10030 - 107 Street
Edmonton, Alberta T5J 3E4

Phone: 427-0731 in Edmonton
Toll free: 310-0000, then (780) 427-0731
when prompted
Fax: (780) 422-0968

News & Information

1250 and 1251 Forms - ALERT!



Unfortunately, there is an error in the authorization numbers on the latest 1250 and 1251 forms.

The authorization number series starting with EJ, EK, and EL have been printed on **both** the 1250 and 1251 forms and have been distributed to Authorizers.

To correct this, we ask authorizers to add the suffix 'D' to the end of the 1251 Wheelchair Authorization form numbers that start with EJ, EK and EL.

There are a number of the 1251 Wheelchair Authorization forms that have already been entered into the system without the 'D' suffix. In these cases, AADL clerks will enter the 1250 Authorizations with the suffix 'D' and sends an AN04 letter to the vendor advising them of the change in the authorization number.

The AADL Claims area will monitor claim rejections with this authorization number series. Instead of returning these claims to the vendor, the authorization number will be corrected and the claim reprocessed.

If you have any questions or concerns please contact Andrea Waywanko, AADL Information and Training Co-ordinator, at (780) 422-6871 or toll-free at 310-000, and then (780) 422-6871 when prompted, or by e-mail at andrea.waywanko@gov.ab.ca.

Year One Update (continued from page One)

The focus for the first year was on planning and implementation. An advisory committee was set up to provide guidance for the project and to help develop objectives, eligibility criteria, a service

delivery model and an evaluation plan. Procedures for client assessment, reporting formats and decision-making were put into place, and trial equipment was ordered.

The project was launched with two assessment sites, where services are provided for Albertans with communication impairments. The southern Alberta location is in Calgary at the Augmentative Communication and Educational Technology Service with Calgary Health. The northern location is in Edmonton at the I CAN Centre for Assistive Technology at Capital Health.

The average overall wait for a client to get their device after being assessed has been 49 days. Most of this time was waiting for delivery and arranging a convenient time for the client to pick up their device and begin training. For individuals in Edmonton, the wait was 35 days, 31 days for Calgary residents and 79 days for those outside the two cities. For adults, the average overall wait to obtain their device was 46 days, and 51 days for children.

The average cost of the devices, including access and mounting hardware, was \$9,630. The total expense for the project's first year was \$458,112. This includes about \$231,000 for devices and access and mounting hardware, and \$227,000 for equipment to help assess Albertans for the project.

The difference that the devices make in the lives of recipients will be evaluated, including asking clients what they think of the project and the devices.

Staff at AADL are looking forward to helping more Albertans be more closely connected with their families and communities as the project moves into its second and third years. Awareness has been raised through information sessions for health professionals, and a fact sheet posted on the Alberta Seniors and Community Supports website and mailed to all licensed speech language pathologists in Alberta. Four news stories have also ran on the project.

AADL would like to acknowledge the teams at the Augmentative Communication and Educational Technology Service, the I CAN Centre for Assistive Technology, and the advisory committee for their contributions to the success of the pilot project. For more information or to receive a copy of the full report on the project's first year, contact AADL at (780) 427-0731.

News & Information

Ramping Up the Residential Access and Mobility Program (RAMP)

RAMP has introduced a number of changes to continue to assist low-income Albertans:

- The flooring allowance has increased from \$50 to \$75 per square yard or \$89.71 per square metre.
- There is a residency requirement of five years at the same address unless the applicant is forced to move involuntarily.
- Sponsored immigrants are now eligible to apply for RAMP funding. Forms are available by calling the Program Office at (780) 427-5760 (Edmonton), or toll free at 310-0000 and then (780) 427-5760.
- RAMP Financial Administrator forms for persons acting on behalf of non-cognizant applicants are available by contacting RAMP.
- A new Landlord application form is available and the RAMP grant will be applied to the housing complex, not the tenants of the building (although an eligible tenant or tenants need to be living in the complex and intending to abide by the residency requirement).
- The Property Value Cap for RAMP eligibility has been increased for the 2007-2008 benefit year:
 - Calgary: \$450,000
 - Edmonton: \$420,000
 - Fort McMurray: \$600,000
 - Grande Prairie: \$330,000
 - Red Deer: \$330,000
 - Lethbridge: \$300,000
 - Medicine Hat: \$270,000
 - Rural (all areas): \$240,000



The Property Value Cap applies to all purchases of properties new or used within the previous two years prior to applying to RAMP. There may be exceptions made for people who become disabled after purchasing property when, as a result of becoming disabled, their income decreases. The program may consider a variance of 20 per cent to account for additional property price increases during the budget year.

- Applicants that are suffering from MS are eligible to apply for air conditioning (either permanent in their own homes or portable units in rental units) up to the maximum grant level.

- RAMP now funds the installation of exterior handrails (for access), step repair (for access) and interior handrails to facilitate movement between levels of a personal residence. Senior applicants, 75 years of age or older, must be found ineligible for Special Needs Assistance for Seniors funding in order to be eligible for RAMP funding. RAMP will not fund installation of new steps.
- RAMP provides funding for two access points into a personal residence up to the maximum grant level.
- Second residences on the same property are now eligible for funding. This applies primarily to farmland and acreages where the disabled parent or sibling lives in a separate residence on the same property as the registered owner of the property (land).
- Additions are eligible up to the maximum grant level if additional funding is secured from another grant program or if the applicant is able to demonstrate that funding is available to complete the project.
- Seniors living in lodges may apply for ceiling track lifters for personal lifts in their suites.
- Applicants living in social housing units are also eligible to apply for funding to the same level as tenants in non-subsidized units.
- Temporary use of equipment is available for palliative patients, for eligible persons that are temporarily confined to a wheelchair due to an operation or an accident. RAMP funds equipment rental for up to 12 months. Eligible equipment may be modular exterior wheelchair ramps, exterior porch lifts, and/or interior stair lifts.

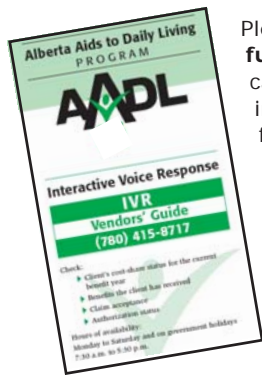
If you know of a family whose income exceeds RAMP's guidelines but is unable to pay for a wheelchair modification for their disabled child, please have the family contact RAMP.

RAMP does not currently have an official policy for over-income families with disabled children, but applications will be considered on a case-by-case basis.

The parent(s)/guardian(s) need to complete a RAMP application form and an additional form to account for their expenses versus their income.

News & Information

ATTENTION VENDORS



Please remember there is a **help function on in e-business** that you can use to get step-by-step instructions on the different functionalities of e-business.

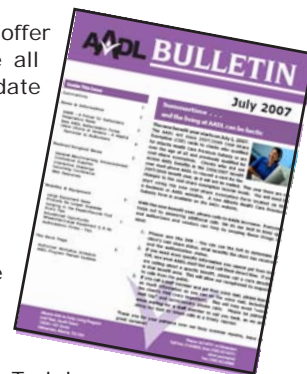
The **client reference number is no longer used as confirmation of a client's cost-share exemption status**. Vendors should verify cost-share status using the IVR, e-business or a current client cost-share exemption card as proof of cost-share exemption. AADL no longer needs the client reference

number on either the authorization or claim.

ATTENTION AUTHORIZERS

Starting with this issue, AADL will offer a complete bulletin/manual update all in one convenient pdf file. The update package will be available on our public website at www.seniors.gov.ab.ca/AADL/AV/bulletins/index.asp.

After our next issue, AADL will no longer mail out the bulletin/update package unless specifically requested. To make your request, please contact Andrea Waywanko, AADL Information and Training Co-ordinator at andrea.waywanko@gov.ab.ca.



Alberta Aids to Daily Living Receives Awards and Accolades



Awards — Alberta Aids to Daily Living is the proud recipient of the **2007 Alberta Premier's Award of Excellence Bronze Award**. This award recognizes the commitment that provincial government AADL employees have toward superior client service, business excellence, and public service values, while proudly working together to build a stronger province for current and future generations.

Our Premier's Award submission was forwarded to the National Quality Institute (NQI) in Toronto and we also received the 2007 **Bronze Canada Award of Excellence!** This award is presented annually to private, public and not-for-profit sector organizations that have displayed outstanding performance in the areas of Quality and Healthy Workplace and is tangible evidence of an organization's level of excellence. To receive the coveted Canada Awards for Excellence trophy, organizations must have fully met the NQI Criteria with documented overall achievements and results.

Many thanks to all our stakeholders — authorizers, vendors and clients — for your support and collaboration, all of which allows us to serve you in an awarding-winning fashion!

Accolades — *On August 23, 2007 the AADL Director received the following letter, which we are pleased to share:*

Dear Marjory,
Respiratory Homecare Solutions Inc. has been serving patients for the last six years with home oxygen and respiratory therapy products and services. There have been many partners that we have dealt with from physicians to family members, manufacturers to of course AADL. The large majority of these partnerships have been very synergistic which adds to the overall quality of patient care in Alberta.

Our organization has recently taken on the task of changing our information management system which includes billing, patient management, inventory management, financial information and distribution tracking. The organization we are moving forward with on this project is based in the United States. Needless to say, they deal with hundreds of customers and government organizations across North America. Our initial implementation meeting required us to share processes and general infrastructure of our organization. Throughout this collection of information and their previous interactions with AADL the representatives of this company were continually amazed at the efficiencies and the "common sense" approach that AADL has displayed. Their words were "AADL appears to be one of the most efficient government organizations we have dealt with."

This statement was very gratifying for me to hear as your partner and as an Albertan. Considering the challenges we are all facing with our healthcare system, this organization we call AADL has risen to the top of all others on the continent. You and your team deserve a pat on the back and I want to thank your team for providing the patients and your partners with a very efficient approach to healthcare. May we continue to move forward together in creating better healthcare for Albertans.

Best regards,
Ben Asuchak, Respiratory Homecare Solutions Inc.

AADL Will Soon Be On the Move . . .

Sometime in October or early November 2007, AADL expects to move to our new home on the 10th Floor of the Milner Building, 10040 - 104 Street, Edmonton, T5J 0Z2. All phone numbers will remain the same. However, for a two-day period during the move, the AADL computers and phone lines, except the main number of (780) 427-0731, will not be working. We will send out a notice of our actual move days to the RHA representatives to inform the authorizers and through our e-business site to vendors. We thank you in advance for your patience.

Medical/Surgical News

All About AADL Continence Supplies

Clarification on Authorizing Continence Supplies

AADL does not provide continence supplies for front-line management of a client's symptoms of urinary and/or bowel incontinence. AADL's policies and procedures are in the AADL manual "M" section. Eligibility for continence supplies is set at clients 18 years of age or older with chronic uncontrolled incontinence resulting in a daily loss of moderate, heavy or total amounts of urine and/or stool (250 ml at each involuntary void) despite all interventions implemented (AADL manual, page M-10).

Prior to determining eligibility for the AADL program, the following clinical steps must be completed by a multi-disciplinary team:

- assessment
- investigation
- confirmed diagnosis
- implementation of behavioral modifications
- evaluation of all clinical recommendations

It is not sufficient to have the client complete the fluid intake record before authorizing supplies. Obtaining the bladder record from the client is just the initial step — this tool assists the RN in getting a better picture of the client's routine, intake, bowel routine, bladder routine, the severity of the incontinence and how the client is currently managing, including what type of product is being used. If you authorize products at this stage, you would only be managing the client's symptoms. This can give a message of helplessness and/or hopelessness to the client.

After you have reviewed the client's bladder record and make recommendations, it may take the client several weeks until they see results from implementing any behavioral modifications you suggest. You may also need to refer the client to a dietician, physiotherapist for biofeedback training, or a Nurse Continence Specialist for more advanced assessment and treatment.

Behavioural modification strategies are very successful, regardless of the client's age or diagnosis, and will greatly decrease or totally eliminate the client's need for continence supplies.

Quantity Maximums for Continence Products

AADL provides continence products for those clients with moderate to severe chronic incontinence (bowel and/or urine). The AADL maximum combination of disposable products is **2,400** per benefit year, based on best practice and current research.

A client may be authorized up to 300 of M200 every two months and up to 300 of M242 every two months. This means that the client is eligible for a maximum combination of 300 every two months of M200 and M242, **not 600** every two months.



The **only** time a client would receive more than a 2,400 combination per benefit year is through AADL's QFRC process. Technology has greatly advanced in the types and absorbencies of disposable continence products. If a client is using more than their approved quantity, it is suggested you have the client complete a bladder diary for a least one day to get a better picture of their routine, rule out a possible asymptomatic urinary tract infection, and try different products that are more absorbent. There are full briefs and pull-up styles that hold over 3,600 cc.

Prior Approvals for Continence Products

Palliative Prior Approval Process

For prior approval, please contact one of AADL's medical/surgical clerks, Rosaltia or Trudy. If you get their voice mail, please provide your name, work number, the client's full name, the client's personal health care number and what type and quantities of continence products the client needs. You can then complete the 1250 form and make a note that you called AADL (with name of person called and the date). You will only hear back from AADL if there are concerns.

Continence QFR

In the program manual update, attached to the print version of the bulletin, are revised appeal forms for diapers and intermittent catheters. Please note there are now two forms replacing the original QFR form. This is not intended to increase your workload. Each form has been designed to answer questions regarding the specific product requested.

Medical/Surgical News

Community Pharmacy Perspective on Options for Constipation Treatment

The following tips are provided by an AADL pharmacy vendor. Doses are not indicated since they are decided by the prescribing doctor and/or registered nurse.

1. Increase water and bulk in diet.
2. Fibre products: Metamucil, Fiberpur, Benefit.
3. Herbals: Florastor and other probiotics.
4. Oral irritants: Picosalex, bisacodyl, sennosides.
5. Oral salts: Citromag, Milk of Magnesia, Agarol, PEG 3350, Colyte, Peglyte, Oral Fleet, Lansoyl.
6. Oral carbohydrate: Lactulose.
7. Oral softeners: docusate sodium, docusate calcium.
8. Rectal suppositories: glycerin, Dulcolax, Magic Bullet/Silver Bullet suppositories.
9. Rectal enema: Fleet, mineral oil fleet, castile soap, fountain syringe.
10. Prescription oral: naltrexone, erythromycin, metoclopramide.
11. Prescription injection: neostigmine, Botox.

Comment: Naltrexone must be compounded by a licensed pharmacy. Magic/Silver suppositories have worked well for patients in wheelchairs and may have more use in the general public (faster and more complete evacuation). There will be other products available in the future (rectal and oral).

Diarrhea

Treat the possible cause with: Beano, Lactaid.
Binding with: Peptobismol, Kaopectate, Metamucil.
Slowing motility with: Imodium, codeine, Lomotil.

Note: Common trade names have been used — there may be generics or similar products from other manufacturers.

Authorizers — Please Use the QFR!

AADL has been receiving several 1250 and change forms for the medical/surgical area, especially for ostomy products, with quantities over AADL's maximum quantities. **Authorizers do not have the authority to approve or authorize quantities of medical/surgical supplies above AADL's maximum quantities.** When quantities are above the maximum, the vendor will receive claim rejections for the over quantity. This puts the vendor in a difficult position with the client. If there is a clinical requirement for a quantity higher than AADL's maximum amount, a Quantity and Frequency Review (QFR) form must be submitted. When submitting a QFR, do **not** submit a change form and/or a 1250 for quantities above AADL's maximum. If the QFR claim is approved, AADL's medical/surgical manager will complete the process.

Ready-Made Compression Garments

Clients are to be authorized for the length of garment based on signs and symptoms of Chronic Venous Insufficiency Class 2 or Class 3 presented. If, for example, the client qualifies for below knee but wants a higher length, the client can pay the up-charge. Authorizers are encouraged to put this comment on the authorization or change form. This makes the vendor aware that the client is informed he or she does not qualify for a higher length and are aware that they are 100 per cent responsible for the up-charge.

Lately, the AADL Program Manager, Medical/Surgical has received calls from vendors about clients who were authorized a longer length stockings, but want knee highs. If this happens, vendors are to contact the authorizer because a change form needs to be completed. Authorizers need to be aware that, if you request the vendor to provide a below knee when the client has been authorized a thigh high, you are asking the vendor to substitute product which is against their contract with AADL. This puts the vendor's contract with AADL in jeopardy.

Eligibility Criteria for Compression Garments

Authorizers should be aware AADL does not provide assistance for compression for DVT management or edema management. If you are not sure of AADL's eligibility criteria for compression, before you complete a 1250 or change form, please review the compression policies located in section "N" of the AADL program manual or contact Lauran Chittim at (780) 422-4846 or by e-mail at lauran.chittim@gov.ab.ca.

Ready-Made Lymphedema Garments

AADL does not have a separate category for a ready-made lymphedema gauntlet. Consequently, Lauran Chittim, AADL Program Manager, Medical/Surgical is approving authorizers to use the code J229 (ready-made lymphedema glove) for the gauntlet. Please indicate this on the authorization and/or change form.

Vendors who have a valid contract for ready-made compression garments have AADL's permission to provide gauntlets under the M229 lymphedema code. The custom vascular code for gauntlets, J426, cannot be used for the ready-made gauntlet.

Mobility & Equipment

Important Message from the ALS Society

The ALS Society has expressed concern that some AADL authorizers are not looking as far ahead as they should be when assessing and authorizing ALS clients for their AADL benefits. Many clients experience a very rapid decline in functional ability, and the equipment they receive is not the best choice for the long term. Please keep this in mind when assessing ALS clients, and try to "look down the road" to anticipate their needs. This will eliminate the added stress of re-assessments and a QFR form. For more information, contact the ALS society at <http://www.alsab.ca/>.

Heavy Duty Super Pole



AADL has been informed that Health Craft does not recommend or endorse the use of the Uni-Fit Extender (cat. # SP-UF) to extend the Heavy Duty Super Pole beyond the identified 93" to 99". AADL supports this recommendation and, effective immediately, will not approve authorizations requesting the Uni-Fit Extender for Heavy Duty Super Poles orders.

Recycle vendors have been advised of this decision.

1251 Wheelchair Authorization Form

Please ensure that all the information in Section 2 is complete.

The client weight is required to order the proper strength wheelchair.

AADL also needs to know about wheelchair usage, transfers, transportation plans and equipment trial. If this information is not on the form, it may be returned to you to be completed.

Educational Opportunities

Critical Pathways to Walker Prescription and Clinical Assessment

by Sheila Buck

Calgary, November 27, 10 a.m. to 2 p.m.
Royal Executive Inn
2828 - 23rd Street NE

Edmonton November 28, 10 a.m. to 2 p.m.
Fantasyland Hotel
West Edmonton Mall

Register by phone at 1-800-556-2558 or by e-mail at info@evolution.ca. There is no charge for the seminar and lunch is included. Ms. Buck will issue a Certificate of Attendance to participants.

Power Wheelchairs - How to Select and Optimize a Power Wheelchair for Your Client

by Ian Denison, PT, ATP

Saturday, October 20, 2007
Alberta Childrens Hospital,
2888 Shaganappi Trail NW, Calgary
8:00 am to 4:30 pm

For information, contact Dianna at dmjot@shaw.ca or call (604) 263-8730 after seven p.m.

RICK'S TIPS

Whether you are trialing a manual or power wheelchair with a client, always make sure that the client trials the correct armrest and footrest.

With a power chair, make sure your client has trialed the drive controls as well as the power tilt and recline control options the client will be using. These items are the most common parts that authorizers are asking to have changed within the first six months of the client having the wheelchair.

Some of these changes are very costly to purchase or change after the wheelchair has been provided. A proper equipment trial will reduce Quantity and Frequency Requests.

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: The second Edmonton Workshop date has changed from November 29 and 30 to **November 28 and 29**. 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 attachments and fax it to (780) 422-0968. You can also obtain an application form online at 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 by e-mail at sarah.barter@gov.ab.ca.



AADL Program Manual Updates

SECTION	REMOVE FROM MANUAL	REPLACE IN MANUAL	COMMENTS
Policy and Procedures	Pages 1 and 2	Pages 1 and 2	Updated to remove "Helmets and Wigs" as program benefits (revised February 2006)
F	Custom-Made Footwear Vendor List Shoe Elevation Vendor List Therapeutic Shoes for High-Risk Clients	Custom-Made Footwear Vendor List Shoe Elevation Vendor List Therapeutic Shoes for High-Risk Clients	Updated Updated Updated
G	Large Recycle Equipment Vendors for Bathing and Toileting Aids	Large Recycle Equipment Vendors for Bathing and Toileting Aids	Updated
H	Hearing Aid Vendor List	Hearing Aid Vendor List	Updated
K	Manual K Approved Product List APL – K5 Large Recycle Pediatric Equipment Vendor List	Manual K Approved Product List APL – K5 Large Recycle Pediatric Equipment Vendor List	Revised Updated
L	Large Recycle Lift and Transfer Aids Vendor List	Large Recycle Lift and Transfer Aids Vendor List	Updated
M	Quantity and Frequency Review Form for Incontinence	- Quantity and Frequency Review Request for Disposable Supplies - Quantity and Frequency Request for Intermittent Catheter Supplies	New form for disposable supplies New form for intermittent catheter supplies
O	Orthotics Vendor List	Orthotics Vendor List	Updated
P	Prosthetics Vendor List	Prosthetics Vendor List	Updated
R	Respiratory Vendor List	Respiratory Benefits – Request for AADL Long-term Oxygen Funding (insert in forms section at end of manual after "Prior Approval/Approval for AADL Oxygen Funding") Respiratory Vendor List	New form – Request for AADL Long-term Oxygen Funding Updated
V	Manual V APL – pages 81 – 82 Wheelchair Accessories Vendor List	Manual V APL – pages 81 – 82 Wheelchair Accessories Vendor List	Revised page 82 Updated
W	Application Form Adult Power Wheelchair Application Form Pediatric Power Wheelchair Manual W Approved Product List APL – W1 and W2 Wheelchair Vendor List	Application Form Adult Power Wheelchair Application Form Pediatric Power Wheelchair Manual W Approved Product List APL – W1 and W2 Wheelchair Vendor List	Updated with RAMP information Updated with RAMP information Revised page W1 Updated
X	Seating Vendor List	Seating Vendor List	Updated
Y	Ocular Prostheses Vendor List	Ocular Prostheses Vendor List	Updated

Included in this bulletin is a list of vendor changes from July 1, 2007 to September 14, 2007. Please update your lists with these changes. The online Medical/Surgical Lists are current as of March 1, 2007. For the most recent vendor list, please use the latest list on the website and update it with any changes from the Vendor Changes attachment with the mailed version of this bulletin or on the website.