

July 2008

Inside This Issue

Clients Give Positive Feedback to AADL 1

News & Information 2

AADL Benefit Year Starts July 1
 AADL Program Manager Change
 Important Reminders for Vendors
 and Specialty Suppliers
 Medical/Surgical Claims Questions?
 AADL "in the Pink" for Breast Cancer
 Awareness and Research

AADL Pilot Projects Address Needs of
 Clients and Caregivers 3

Mobility & Equipment 4

Current Pricing
 Clients Refusing Equipment
 AADL — Striving to Be On Time
 Order the Whole Thing
 In-Home Trials Discontinued for
 Raised Toilet Seats

A Change in Process — How to Handle
 an Internal Transfer 5

The Back Page 6

Employment Readiness Project for
 People with Hearing Loss
 RAMP Now More Accessible
 AADL Program Manual Updates

Clients Give Positive Feedback to AADL AADL Staff, Authorizer and Vendor Services Surveyed

Did you know that AADL commissions a client satisfaction survey every two years? The most recent survey, conducted in March and April 2008, revealed that 95% of clients are satisfied with the AADL program. About 1,200 clients were contacted and the overall results are considered accurate within + 2.8%, 19 times out of 20.



Clients agreed the AADL program made a positive difference to them (92%) and helped them maintain independence in their residence (90%) and in the community (81%).

Clients were satisfied with the assessments by their healthcare professional. Satisfaction ranged from

70% to 90% in five areas: timeliness, qualification determination, explanation of the rules, choice of stores and follow up.

Clients reported satisfaction with vendors in areas including: explanation of rules, easy to access location and items provided in a reasonable time. Satisfaction ranged from 64% to 83%.

About 20% of clients reported calling the AADL office. Of these calls, satisfaction ranged from 86% to 93% in areas including courtesy, promptness, knowledge, providing information and problem resolution.

Seventy per cent of clients reported they received their equipment or supplies within one month. Most were satisfied with the equipment or supplies obtained and at least 92% of clients reported they use their items every day or some days.

These survey results are consistent with previous studies completed in 2003 and 2006.

We are happy to share the results of the 2008 AADL Client Satisfaction Survey. AADL would like to commend the teamwork and dedication of assessors, authorizers and vendors who help support clients maintain their independence in their residences and the community.



News & Information

AADL Benefit Year Starts July 1

The new benefit year starts on July 1, 2008.

AADL will issue 2008/2009 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 2007/2008 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 Interactive Voice Response (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 Personal Healthcare Number (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.

AADL Program Manager Change

Please note that the AADL Program Manager for custom-made footwear, shoe elevations and therapeutic shoes for high risk clients is now Ms. Cathy Johnson. She can be reached at 780-422-6319.

Important Reminders for Vendors and Specialty Suppliers

Please do not create a new claim if a claim has been rejected. Make the appropriate correction(s) on the vendor rejection claim letter (CMO5V) sent to you and send it back to AADL for further processing.

Also note the *Freedom of Information and Protection of Privacy Act* attached to all AADL vendor contracts clearly states that you **"must protect personal information"** by taking reasonable precautions. All vendors/specialty suppliers **must** use password protection and/or encryption to ensure client personal information is protected.

Medical/Surgical Claims Questions?

If vendors have any concerns regarding medical/surgical authorization and claim issues, please call the AADL office rather than the authorizer.

For authorizations, call Linda Adams: 780-422-8821.

For claims, call Donna Rost: 780-422-8511, Kim Ewen: 780-644-2597, Linda Fedyna: 780-427-1540 or Trudy Johnson: 780-422-8487.

AADL "in the Pink" for Breast Cancer Awareness and Research



On May 13, 2008, AADL participated in National Denim Day for breast cancer awareness and research. AADL staff wore denim, but took it one step further, wearing the Breast Cancer

awareness colour pink as well. The Disability Supports Division also raised \$271 for the Canadian Breast Cancer Foundation - Prairies, NWT division. We received thanks from Samantha Major of the Canadian Breast Cancer Foundation stating: "On behalf of the Canadian Breast Cancer Foundation, I would like to thank you for your donation. We are honored to have been chosen as the recipients of your fundraiser." AADL has plans to participate in this national event again next year.

News & Information

AADL Pilot Projects Address Needs of Clients and Caregivers

The following is a summary of the five pilot projects now underway at AADL. For more information, visit the website at <http://www.seniors.gov.ab.ca/AADL/PilotProjects/default.asp>.

Please note: To call toll-free within Alberta, dial 310-0000 and then the ten digit local number.

WalkAide System for Treatment of Foot Drop with Myo-Orthotics

This is a three-year pilot project to help individuals purchase the WalkAide system.



The WalkAide system, developed at the University of Alberta by Dr Richard B. Stein, is a proven myo-orthotics technology for people who have lost the ability to voluntarily lift their foot off the ground during walking. Myo-orthotics technology devices restore functionality to the limb by using functional electrical stimulation (FES) to assist in foot clearance during ambulation. Clients have experienced increased ability to participate in activities of daily living, better endurance and safety in walking, decreased pain in other joints, and decreased contractures through a more efficient gait.

AADL has purchased 450 WalkAide units to provide to eligible AADL clients during the pilot project that runs from April 1, 2008 to March 31, 2011.

For more detailed information contact:
Cathy Johnson, Program Manager, Prosthetics, Orthotics, Footwear and Seating Benefits
780-422-6319 (Edmonton)

Aural Rehabilitation – “Third Ear”

Rehabilitation services are provided to Albertans with a hearing loss. The rehabilitation services are intended to reduce hearing loss-related challenges and to maximize communication success in everyday environments and situations.

Contact: Patti-Jo Sullivan, Program Manager, Hearing and Augmentative Communication Benefits
780-422-6567 (Edmonton)

Speech Generating Communication Devices (SGCD)

To help Albertans with severe communication disabilities purchase SGCDs, the government has implemented a pilot project to provide funding. SGCDs help people to live more independently and participate in their communities. Through this pilot project, eligible Albertans qualify for assistance for two types of devices: mid-tech devices and high-tech devices.

Contact: Christine Beliveau, Speech Language Pathologist, Hearing and Augmentative Communication Benefits
780-644-2595 (Edmonton)

Lymphedema Reduction System

Specialized CircAid lymphedema reduction garments are provided to community-based clients whose lymphedema cannot be managed with the regular compression garments funded through AADL. The specialized garments are intended to decrease the needs of clients for home care, hospital services and physiotherapy intervention. Several AADL authorizers involved in lymphedema reduction have volunteered to participate in this project.



Contact: Lauran Chittim
Program Manager, Medical/Surgical Benefits
780-422-4846 (Edmonton)

Stocking Aids

Stocking aids are provided to select clients to decrease their reliance on a health care aide or personal care attendant for donning and doffing requirements. Several AADL authorizers throughout the province who specialize in lower leg assessments have volunteered to participate in this project.

Contact: Lauran Chittim
Program Manager, Medical/Surgical Benefits
780-422-4846 (Edmonton)

Mobility & Equipment

Current Pricing

Please update your Approved Products Lists for equipment so that you will be able to give your clients factual information on the price of their benefits (and subsequently the amount they will need to pay in cost share). Do not use vendor catalogues to provide this information to the client. If a client has the wrong information it causes problems for everyone – the vendor, the client, AADL and the authorizer. Be sure to print off the new G, K, L, and W sections changes and APL's.

Clients Refusing Equipment

AADL has become aware that too many clients are changing their minds about the equipment that has been ordered for them. One vendor alone indicates that this is happening several times a week. This is not acceptable.

If it is apparent that the client is not in agreement with the equipment you are discussing, don't order it for them. If the client is cost-sharing, make sure they agree to pay the cost share when they receive the equipment.

Once AADL places an equipment order and receives the serial number for the item, AADL is obliged to pay for that item, whether the client accepts it or not.

If the client is refusing equipment, it generally means that the authorizer has not done proper trials, not provided good explanations, and/or not provided accurate price information.

AADL — Striving to Be On Time

AADL is pleased to announce there is currently **no** waiting list for wheelchair purchases.

However, this means that authorizers and clients must strive to do it right the first time, because there is no time to change their minds or add/delete wheelchair features. The order must be correct when it arrives in the AADL office.

There is currently a two week delay for large equipment orders. This is a function of both volume and accuracy of orders.

Order the Whole Thing



Authorizers are reminded to look at their Approved Product List (APL) and ensure that, when needed, the accessories are ordered with the initial authorization.

If accessories are NOT needed, please indicate on the form that no accessories are needed. The authorization clerks at AADL are being slowed down by incomplete equipment requests.

Authorizers are also reminded to indicate the model of choice when ordering. Most large equipment catalogue numbers include several choices for the client. This choice must be written on the 1250 form or the AADL clerk cannot go ahead with the order.

In-Home Trials Discontinued for Raised Toilet Seats



Effective immediately, AADL authorizers may no longer request raised toilet seats for in-home trials. Vendors will **not provide** raised toilet seats for trial.

On their authorization forms, authorizers will have to either provide a specific model of raised toilet seat, or measurements of the client's toilet bowl and number of inches rise to the vendor. The vendor will provide either the exact model requested, or one that meets the measured request. The raised toilet seat will be provided, and the one provided is the one the client will keep and that the vendor will invoice for. AADL will not accept Quantity and Frequency Review (QFR) submissions for errors made in authorizations for raised toilet seats. AADL will accept QFR submissions for documented change in clinical status of client.

This rule has been changed in response to vendors' concerns that these equipment trials are not being done with appropriate surface contact barriers.

Mobility & Equipment

A Change in Process — How to Handle an Internal Transfer



Effective immediately, AADL has modified the process for doing an Internal Transfer of a piece of large equipment or a wheelchair from one user to a new one. AADL has notified the regional representatives of this change, and asked them to broadcast it to the authorizers in their regions.

The new process for internal transfer requests has been developed to maintain client confidentiality and obtain the information required by AADL.

This process is effective immediately:

The authorizer sends an e-mail or fax to AADL recycle staff with this information:

- Equipment by name (e.g. NRG+ wheelchair)
- Serial number
- Personal Health Number and name initials of client who is currently in possession of the equipment on loan from AADL
- Reason why the equipment is no longer needed (e.g. deceased)
- Personal Health Number and name initials of client who will now receive the equipment on loan from AADL.

AADL staff will prior approve the equipment transfer, make computer notes under both clients' names and respond to the authorizer by e-mail.

If the equipment should not be transferred, AADL staff will advise the authorizer by e-mail.

Once approved, the authorizer completes the 1250 or 1251 authorization form and in the comments section writes only "Internal transfer as prior approved by AADL". No information about the prior user will be provided on the authorization form.

This process change information is also available on the AADL website at www.seniors.gov.ab.ca/aadl/av/.

Thank you for your assistance.



The Back Page

Employment Readiness Project for People with Hearing Loss



Bridges Support Services Association, an AADL stakeholder group, would like to bring their latest project to the attention of AADL Hearing Specialty Suppliers for the information of their clients.

understanding hearing loss, coping with hearing loss in the workplace, and assistive technology for the workplace.

To be eligible, applicants must:

In conjunction with the National Office of the Canadian Hard of Hearing Association, Bridges Support Services Association is opening its doors to a new employment readiness project for people with hearing loss.

- identify themselves as hard of hearing or oral deaf.
- be eligible for work under Canadian immigration laws.
- not be eligible for Employment Insurance benefits.
- be either unemployed or working less than 20 hours per week.

The project will provide workshops and one-on-one assistance with resume writing, interview skills, goal setting, self esteem and confidence building, and assertive communication skills. Other topics include

This project is funded by the Opportunities Fund for Persons with Disabilities through the Government of Canada.

Specialty suppliers and their clients interested in participating in the project are encouraged to contact Cindy Gordon at cindy@bridgessupport.com.

RAMP Now More Accessible

By July, the Residential Access Modification Program (RAMP)'s new phone number, accessible free from any point in Alberta, will be 1-877-427-5760.



AADL Program Manual Updates

| SECTION | REMOVE FROM MANUAL | REPLACE IN MANUAL | COMMENTS |
|------------------------|---|---|-------------------------------|
| AADL Telephone Listing | AADL Telephone Listing | AADL Telephone Listing | Updated |
| AADL General P&Ps | AADL P&Ps pages 1 to 12 and 37 to 45 | New Front Section (place Contents pages to page 5-100 before page 13 of old section) | Download from website |
| B | B-7 to B-10; Section B APL | B-7 to B-10; Section B APL | Updated |
| F | Custom Footwear Vendor List Shoe Elevations Vendor List Therapeutic Shoes Vendor List | Custom Footwear Vendor List Shoe Elevations Vendor List Therapeutic Shoes Vendor List | Updated Updated Updated |
| G | G-1 to G-Appendices; Cover APL; APL; Vendor List | G-1 to G-Appendices; Cover APL; APL; Vendor List | Updated |
| H | H20-1 to H40-1; H160; H240 & H250; Vendor List | H20-1 to H40-1; H160; H240 & H250; Vendor List | Updated |
| K | K-1 to K-14; APL Pediatric Cover; APL; Vendor List | K-1 to K-14; APL Pediatric Cover; APL; Vendor List | Updated |
| L | Pages L-3 to L-12 and L-17 to L-26; Cover APL; APL; Vendor List | Pages L-3 to L-12 and L-17 to L-26; Cover APL; APL; Vendor List | Updated |
| O | Orthotic Vendor List | Orthotic Vendor List | Updated |
| P | Prosthetic Vendor List | Prosthetic Vendor List | Updated |
| R | Respiratory Vendor List | Respiratory Vendor List | Updated |
| V | APL (available early July); Vendor List | APL (available early July); Vendor List | Updated |
| W | W-3 to W-4; W-9 to W-12; W-15 to W-24; Cover APL; APL; Vendor List | W-3 to W-4; W-9 to W-12; W-15 to W-24; Cover APL; APL; Vendor List | Updated |
| X | Seating Services Standards; APL; Services List; Vendor List | Seating Services Standards; APL; Services List; Vendor List | Updated |
| Z | Section Z | Section Z | Updated |

Included in this bulletin is a list of vendor changes from February 22, 2008 to June 16, 2008. Please update your lists with these changes. 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.