

## October 2008

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## Year Two of Speech Generating Communication Device Pilot Project

The Speech Generating Communication Device (SGCD) Pilot Project has successfully completed its second year. Some of the changes made during year two of the three-year pilot project are:

#### 1. Device Categories Expanded

SGCDs are generally lightweight, portable, computer-like devices that are used to generate speech output. Some devices may also have the capacity for printed communication. Devices may be used in conjunction with access and switch hardware to allow the user to access the device appropriately, and with mounting systems and accessories to place the device on a wheelchair or other mobility system.



During year one, the type of SGCDs funded consisted of high-tech SGCDs. These devices have static or dynamic displays, synthesized speech capabilities, and multiple message formulation options. They are typically used by individuals who have well developed language and communication capabilities.

In November 2007, funding was expanded to include a mid-tech SGCD category. The mid-tech devices have static displays, digitized speech capabilities, and use pre-recorded messages with more than a 10 message capacity. The mid-tech SGCD category was introduced in order to assist individuals whose communication needs can be met by the use of devices with a limited set of vocabulary messages. Mid-tech SGCDs are typically used by young children and by individuals who are developing language and communication skills.

#### 2. Service Providers Recognized for Mid-Tech Device Category

During year two, AADL developed assessment protocols and standards for mid-tech SGCDs and invited community agencies to

*See "Year Two Update", Next Page . . .*

Alberta Aids to Daily Living Program  
Health Related Supports  
Alberta Seniors and Community Supports  
10th Floor, Milner Building  
10040 - 104 Street NW  
Edmonton, Alberta T5J 0Z2

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

# News & Information

## AADL is Going GREEN



**Cost Share Exemption Cards:** AADL is enhancing its client-friendly and ecologically conscious initiatives by phasing out Cost Share Exemption cards. Required systems changes mean AADL Cost Share Exemption cards will no longer be issued. All

authorizers, vendors and specialty suppliers have access to the AADL Interactive Voice Response (IVR) and can use this system to check clients' cost share status. Vendors and specialty suppliers can also use the e-business site to check for cost-share status.

**AADL Manuals:** AADL will not be providing printed manuals or printed material for workshops. Upon registration for a new or refresher workshop, authorizers will be notified of any material that they will need to bring with them. This will be available on the web at <http://www.seniors.gov.ab.ca/aadl/av/manual/index.asp>.

**AADL Bulletin and Updates:** Authorizers and vendors should check the AADL website for the bulletin and update package which are normally produced in March, July, October and sometimes December of each year. Minor updates to the manual are made throughout the year, so check back often. Save a tree — we encourage you to use the online version rather than a print-out.

### Year Two Update (continued from page One)

apply to be recognized by AADL as service providers for the mid-tech SGCD category. During year two, the following agencies have met the requirements established by AADL: REACH, Renfrew Educational Services, and Developmental Disabilities Research Centre, all located in Calgary. Elves Special Needs Society in Edmonton, Palliser Health Region in Medicine Hat, and the Grande Prairie Assessment Team were also approved. We anticipate more agencies will apply during year three to be recognized as service centres within the mid-tech SGCD category.

### 3. Eligibility Criteria Broadened

Eligibility criteria were broadened to recognize individuals with a severe communication impairment, defined as having communication needs that cannot be met by using speech on a daily basis. The requirement for specific medical diagnostic categories of aphasia, apraxia, dysarthria or aphonia was phased out at the end of year two. This enabled individuals with demonstrated communication needs who were not originally eligible to access the pilot project.

## New Process at AADL

Effective January 1, 2009, Alberta residents will no longer be required to pay Alberta Health Care Premiums. AADL relied on Alberta Health and the Wellness Premium Subsidy Program to determine cost share exemption status for clients under age 65.

The new process requires clients who wish to apply for cost share exemption to provide their Social Insurance Number (SIN) in order to obtain income information from the Canada Revenue Agency. This change means that low-income clients, regardless of age, will have to complete a Cost Share Exemption form one time only if they would like cost share exemption status with AADL. Cost share exemption only applies to:

- single clients with a taxable income of less than \$20,970
- a family with no children and a taxable income of less than \$33,240, or
- a family with children and a taxable income of less than \$39,250.

Assured Income for the Severely Handicapped (AISH) or Income Support Program (ISP) clients are cost share exempt automatically and **do not have to complete this form.**

A letter with all the details and the new form will be sent to all new clients or those financially responsible for them, authorizers, vendors and specialty suppliers.

### 4. Vendor Trials

The assessment process requires the individual to first trial the SGCD. This provides evidence of SGCD use for communication purposes and identifies support required for SGCD use in home and community environments. As referral numbers increased during year two, pilot sites experienced an increased demand for trial equipment, resulting in delays in completion of assessments. Manufacturers are now required to provide high-tech SGCDs for a set trial period. For more information about the pilot project, contact Christine Beliveau, at 780-644-2595 or email [Christine.beliveau@gov.ab.ca](mailto:Christine.beliveau@gov.ab.ca). Web site information is available at: <http://www.seniors.gov.ab.ca/AADL/PilotProjects/SGCD/default.asp>.

## Want Forms? Order Them Online

**Please do not call the AADL office to order forms.**

Authorizers are reminded to order forms/envelopes online at:

**[https://secure5.datagroup.ca/acsc/request\\_ext.asp](https://secure5.datagroup.ca/acsc/request_ext.asp)**. If you are unable to order online, fill out the Forms and Publication form in your manual or on the AADL website and fax it to the number on the form.

# Medical/Surgical News

## Contenance Products



### Urinary Drainage Bags

AADL clients are eligible for this benefit if they are authorized for an indwelling catheter only. AADL does make exceptions for this product to be provided for:

- ostomy clients with high output at night;
- clients with nephrostomy tubes; or
- clients authorized for intermittent catheters.

The request for urinary drainage bags is on a prior approval basis only, preferably coming from an Enterostomal Nurse (ETRN), Registered Nurse, Nurse Contenance Advisory (RN NCA), or a palliative Registered Nurse (RN). Please contact Lauran Chittim (e-mail: lauran.chittim@gov.ab.ca or phone: 780-422-4846) for prior approval before completing an authorization and/or change form.

### Diapers - Two Codes Not Accepted

This is a friendly reminder that clients are eligible for one size of diapers only. AADL has received several authorization forms with two sizes of diapers. This will not be accepted.

To prevent authorization issues, you should have your client try a few samples from the vendor to determine which size, style, absorbency and brand will work best for the client. If you have done this and your client continues to want, for example a bigger size at night verses during the day, the client has the choice of purchasing the different size or trying to access another funding source, such as their private insurance.

Please, note that a larger size does not necessarily provide more absorbency and could promote issues such as leakage and/or skin breakdown.

If your client requests a bigger size for more absorbency, speak with your client's vendor regarding product(s) providing more absorbency.

## Not All Products are AADL Benefits

AADL has been receiving authorizations, change forms, and phone calls from authorizers stating that certain AADL vendor(s) have issued product(s), despite the fact these products do not meet AADL absorbency standards.

One product that is being requested frequently is "Poise Ultra". This product is **not** a benefit of AADL.

If this product or any other product designed to manage light incontinence is meeting your client's needs, the client can purchase it or access their private insurance for possible coverage.

Special note to vendors: If your client is requesting a product that does not meet AADL absorbency standards, the client is 100 per cent responsible for that cost. Please refer the client back to their authorizer for a possible reassessment.

The following are a few examples of products that do **not** meet AADL's absorbency standards for moderate to severe incontinence.

- Poise ultra
- Poise regular
- Poise extra
- booster liners by themselves
- Attends male guard
- Quality Life medium size brief
- Tena Extra
- Children's "Feel Wet" diapers, any brand
- Children's "Swimmers", any brand



If you are not sure if a product meets AADL's absorbency standards please contact AADL through Lauran Chittim (e-mail: lauran.chittim@gov.ab.ca or phone: 780-422-4846) or Penny Porta (e-mail: penny.porta@gov.ab.ca. or phone: 780-422-8857) for assistance prior to supplying a product and/or completing an authorization form.

# Medical/Surgical News

## AADL Reassessment Letters

AADL's medical-surgical authorizations clerks review all of the medical-surgical authorizations due to expire within three months.

If there is client usage of the product, the authorization is renewed for another two years.

However, if there is low to no product usage, the reassessment letter is mailed directly to the client. The client is then responsible to contact their AADL authorizers for a reassessment.

Once the client is reassessed and determined to continue to meet AADL's eligibility criteria for that particular benefit, the authorizer is requested to make comments on the reassessment letter and fax back to Lauran Chittim at 780-422-0968.

Please make sure you put down all clinical rationale for a continuation since this letter is only sent to clients with less than one per day usage for incontinence supplies or no usage for ostomy supplies within a period greater than six months.

Faxing this letter back requesting a diaper authorization to be extended for another two years with no rationale or simply writing "no change" is not sufficient and an extension will not be approved.

If you have any questions, please contact Lauran Chittim (e-mail: lauran.chittim@gov.ab.ca or phone: 780-422-4846)

## Compression Garments

### Lower leg assessment form or lymphedema script

AADL's has received a huge influx of authorization and change forms for compression garments that either do NOT have the client's most recent lower leg assessment attached or, in the case of lymphedema, a doctor's script.

When this happens, these forms are sent back to the authorizer. This is time consuming for both AADL and the authorizer, and could delay the provision of the garment to the client.

Please ensure that the required documentation is sent with the authorization and/or change form prior to submission to AADL.

### Doctor's script for compression garments - When is it needed?

If your client's ABI or PPG is not within therapeutic guidelines, a doctor's script is required through the client's family physicians or the vascular surgeon approving the application of compression.

However, if your client does not meet AADL's eligibility for compression, a doctor's script (family physician or the vascular surgeon) does not override AADL's eligibility criteria. It does not mean that the client does not clinically require compression, but it means that the client is not eligible for funding assistance through AADL. A doctor's script does not determine AADL client eligibility, the lower leg assessment of the client determines eligibility.

If, after a lower leg assessment the client does not meet AADL criteria, do not complete an authorization. Instead, encourage your client to access their private insurance.

## Shipping Burnscar Garments

AADL only pays for postage for burnscar garments when it is not provided under the manufacturer's pricing. While manufacturers provide shipping, this does not include "rush" deliveries.

If you are requesting a vendor to "rush" a delivery, the additional cost is the client's responsibility since vendors cannot bill postage for "rush" deliveries. AADL fee for shipping includes brokerage fees.

Since postage is not an automatic benefit when authorizing burnscar garments, please ensure you have a rationale for requesting postage and it is noted on the authorization and/or change form.

# Mobility & Equipment

## New Approved Product Lists

Authorizers are reminded to check the new approved product lists (APLs) online to make sure they have accurate and current information about changes to products on the lists. Some items have been discontinued and others have been added. Do not order equipment that is no longer on the APL.

## Add the Model Number

Authorizers are asked to remember to add model numbers on the authorization form. We cannot go ahead with an order until the requested model is known. This is causing excessive delays and additional phone calls.

If you just write "battery operated bath lift", there are seven choices and our staff do not know what model was trialed and worked well for the client. Likewise, if you write "battery operated lift, there are six choices on the Approved Product List and AADL staff cannot go ahead with the order until the model is known.

## Reminder: Internal Transfers

Send an e-mail or fax to AADL recycle staff with:

- 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
- Reason why the equipment is no longer needed
- Personal Health Number and name initials of client who will receive the equipment on loan from AADL

AADL staff will give prior approval to the equipment transfer, make computer notes under both clients' names and respond to the authorizer by email. If the equipment should not be transferred, AADL staff will advise the authorizer by email.

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 should be provided on the authorization form.

## How to Order a Home Care Bed



Some authorizers order a home care bed so infrequently, AADL feels this refresher course will come in handy. "Read and heed" since this can reduce unnecessary phone calls and delays.

1. Refer to the **current** Approved Product List for correct catalogue numbers matching each component of the bed package. See page number APL-BL 1.
2. Check the Interactive Voice Response (IVR) for equipment duplications:
  - L284 bed rails (conflicts with L216 bed rails), or
  - L228, L236, L225 mattress benefits (conflict with L210 hospital bed mattress), or
  - L285 floor to ceiling pole (conflicts with L270 and L274 trapeze bar with floor stand) etc.
3. Complete a Quantity and Frequency Review (QFR), if necessary, when you observe a conflict as above.
4. Ensure the client signs the QFR at the same time as the 1250 is being signed. This speeds up the ordering and delivery time of the bed package.
5. Complete a 1250 which requests each component with a matching catalogue number. You must include clinical information on the 1250 form that explains how the client meets the eligibility criteria.
6. Fax palliative orders/QFR/1250 form to AADL.
7. Mail 1250/QFR for non-palliative clients.
8. Contact the Home Care Bed Depot (1-800-220-9684) in Calgary to inquire about delivery information, rather than contacting AADL about delivery. The Home Care Bed Depot's toll free number is listed in the Approved Product List on page number APL-BL 1.

## Wheelchair Cushion Replacement

Authorizers requesting replacement of a wheelchair cushion that is more than three years old can submit an authorization form only. The old cushion cannot be kept by the client, but may be recycled informally. For those cushions under three years old, authorizers need to submit and QFR (tracking form with client consent, the wheelchair cushion replacement form (scrap issue/client issue) and an authorization form.

# The Back Page



## Educational Opportunities

### VALCO CircAid Seminar Series

#### Certification Seminar - Level 1

Thursday, October 9th, 8:30 a.m. to 5:00 p.m.

#### Certification Seminar - Level 2

Friday, October 10th, 8:30 a.m. to 5:00 p.m.

Radisson Hotel, 2120 - 16th Avenue NE, Calgary

Registration Fee: \$75 each day (lunch included)

Two day special: \$125 for both levels

For a registration form or more information, contact **VALCO toll-free at 1-800-361-3153** or by e-mail at **info@valco.ca**.

### RAMP Now More Accessible

The Residential Access Modification Program (RAMP)'s new phone number, accessible toll free from any point in Alberta, is **1-877-427-5760**. We apologize for publishing an incorrect number in the July Bulletin.



## AADL Program Manual Updates

SECTION	REMOVE FROM MANUAL	REPLACE IN MANUAL	COMMENTS
Authorizer Application	Authorizer Application Form	Authorizer Application Form	Updated
AADL Telephone Listing	AADL Telephone Listing	AADL Telephone Listing	Updated
F	Shoe Elevations Vendor List Therapeutic Shoes P&Ps (whole section) Therapeutic Shoes Vendor List	Shoe Elevations Vendor List Therapeutic Shoes P&Ps (whole section) Therapeutic Shoes Vendor List	Updated New Format Updated
G	Vendor List	Vendor List	Updated
H	Vendor List	Vendor List	Updated
K	Vendor List	Vendor List	Updated
L	Cover APL – Homecare Bed; Vendor List	Cover APL – Homecare Bed; Vendor List	Updated
O	Orthotic P&Ps (whole section); Orthotic Vendor List	Orthotic P&Ps (whole section); Orthotic Vendor List	New Format Updated
P	Prosthetic P&Ps (whole section); Schedule A: Prosthetic Benefits	Prosthetic P&Ps (whole section); Schedule A: Prosthetic Benefits	New Format Updated
R	Section R P&Ps: ToC p 2; R-170-20; R-170-30; R-170-50; Vendor List	Section R P&Ps: ToC p 2; R-170-20; R-170-30; R-170-50; Vendor List	Updated
V	APL V-1, V-5 to V-8, V-11 to V-12, V-16 to V-17, V-21, V-57, V-65, V-76 to V-77, V-82 to V-83, V-85 and V-87; Vendor List	APL V-1, V-5 to V-8, V-11 to V-12, V-16 to V-17, V-21, V-57, V-65, V-76 to V-77, V-82 to V-83, V-85 and V-87; Vendor List	Updated
W	Section W: W-15; Vendor List	Section W: W-15; Vendor List	Updated
X	Vendor List	Vendor List	Updated
Z	Section Z: Z-9	Section Z: Z-9	Updated

**Included in this bulletin is a list of vendor changes from June 19, 2008 to September 15, 2008. Please update your lists with these changes. For the most recent vendor list, please use the latest list on the website.**

### SIGVARIS — Life for Legs

SIGVARIS Corporation Fitter Seminar— Basic Level

Thursday, October 9th, 8:30 a.m. to 5:00 p.m.

at Crowne Plaza Chateau Lacombe

1011 Bellamy Hill, Edmonton

Registration Fee: \$75 (continental breakfast included)

For a registration form or more information, contact **Dan Bradford toll-free at 1-800-363-4999** or by e-mail at **dan.bradford@sigvaris.com**

### Evolution Clinical Seminars

October 28th, 9 a.m. to 2 p.m. (lunch included)

Executive Royal Inn — 2828 - 23 St. NE, Calgary

October 29th, 9 a.m. to 2 p.m. (lunch included)

Fantasyland Hotel — 17700 - 87 Ave. NW, Edmonton

There is no registration fee. Register or obtain more information online at **www.evolutionwalker.com**, by phone at **1-800-556-2558** or by e-mail at **info@evolution.ca**.