



Process Change

Quantity and Frequency Review

AADL benefits have predetermined quantity and frequency limits. AADL will review requests for benefits that exceed these prescribed limits.

In 2003, a client complaint to the Office of the Ombudsman resulted in an investigation into AADL's quantity and frequency review process. The Ombudsman made several recommendations to change the process, to ensure administrative fairness to all clients.

AADL will only consider requests for benefits that exceed the predetermined limits when the request is made according to the Quantity and Frequency Review Submission Process and Director Appeal Process.

Highlights of Changes

Written Permission from Client

Authorizers/Specialty Suppliers must obtain the client's written permission before making a Quantity and Frequency Review Request.

Complete Copy to Client

Authorizers/Specialty Suppliers must provide the client with a complete copy of the request.

Use of Form Required

Authorizers/Specialty Suppliers must make requests on the Quantity and Frequency Review (QFR) Request form. Additional information can be provided as an attachment. Other formats will not be accepted, i.e. phone calls, authorization forms, etc. E-Business notes must come in as attachments to the QFR Request form. Incomplete requests will be returned to the authorizer/specialty supplier. If the QFR Request is denied by the Program Manager, the Authorizer/Specialty Supplier may wish to provide additional information when returning the request for consideration by QFRC.

***NOTE:** For faster processing, please attach additional documents **behind** the QFR form.*

Written Decisions

AADL will provide written decisions to both the client and the authorizer.

Client May Appeal Decisions

The QFR Request must be completed and supported by the Authorizer/Specialty Supplier. Clients may appeal the decisions of Program Managers or the Quantity and Frequency Review Committee to the AADL Director.

Time Limits

There are time limits for filing a Quantity and Frequency Review (QFR) Request or a Director Appeal.

- QFR Requests must be sent within 20 days of the client's assessment.
- Director Appeals must be sent within 20 days of the QFRC Decision.

The Program Manager or AADL Director may extend these time limits due to extenuating circumstances.

Effective Date

November 1, 2005

How Will This Work?

Although the paperwork is now more prescriptive, QFR Requests will continue to be reviewed by the Program Manager first. The Program Manager will continue to approve or deny requests within their predetermined limits. Requests that are denied by the Program Manager may be referred to the Quantity and Frequency Review Committee (QFRC), at the request of the Authorizer/Specialty Supplier. For requests denied by the QFRC, the final appeal is to the AADL Director. Either the Client or the Authorizer/Specialty Supplier can make this final appeal.

For more information on the process, review the summary in the Policies & Procedures on pages 7, 8 (a) and 8 (b), or review the complete process in the Policies & Procedures on pages 37 – 40 (Quantity and Frequency Review Submission Process) and page 43 (Director Appeal Process).

Specialty Suppliers' Information

E-Business enables the specialty suppliers of prosthetics, orthotics, ocular prosthesis and custom-made footwear to provide benefits to meet the client's immediate replacement needs. Currently, this is done without prior approval of the AADL Program Manager. The rationale for a benefit replacement is documented on the *Override Note* of the *Authorization Override* screen. AADL has always reserved the right to take a credit on the replacement device if the rationale provided is not acceptable or is incomplete.

The new QFR process will not change the ability for the specialty supplier to provide benefits without waiting for approval from AADL; however, they must now adhere to the additional new processes as outlined in the documents provided.

The Office of the Ombudsman

The Ombudsman conducts impartial investigations on receipt of written complaints for individuals who believe they have been treated unfairly by the provincial government. The authority to investigate these complaints is given by the Alberta Ombudsman Act. The Ombudsman is independent of government and has broad powers to investigate actions, decisions, practices and procedures of Alberta government departments, boards, agencies and commissions.

The Ombudsman cannot make a decision, but may make recommendations. If negotiations with a department are unsuccessful, the Ombudsman may take the recommendations to the appropriate Minister. If the complaint is not resolved at the Ministerial level, the Ombudsman has the power to present it to the Lieutenant Governor in Council (the Cabinet) and ultimately to the Alberta Legislative Assembly. The Ombudsman may also make public any matter considered to be of public interest.

For more information on the Office of the Ombudsman and the investigation process, visit their website at www.ombudsman.ab.ca.

Contact Us

General inquiries:

Connie Brooks
Chair, QFRC
(780) 422-5064
Connie.Brooks@gov.ab.ca

Kelly Tyler
Strat. Directions Consultant
(780) 422-7124
Kelly.Tyler@gov.ab.ca

Information related to a specific benefit area:

The appropriate
Program Manager

Regarding the status of a QFR Request or Director Appeal:

Elaine Roebuck
Appeals Coordinator
(780) 427-3866
Elaine.Roebuck@gov.ab.ca

Alberta Aids to Daily Living
10th Floor, Milner Building
10040 104 Street
Edmonton, AB T5J 0Z2
QFR Faxline: (780) 644-1521
www.seniors.gov.ab.ca/AADL