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# Alberta Aids to Daily Living PROGRAM

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## Interactive Voice Response

**IVR**

**Vendors' Guide**

**780-415-8717**

### Check:

- ▶ Client's cost-share status for the current benefit year
- ▶ Benefits the client has received
- ▶ Claim acceptance
- ▶ Authorization status

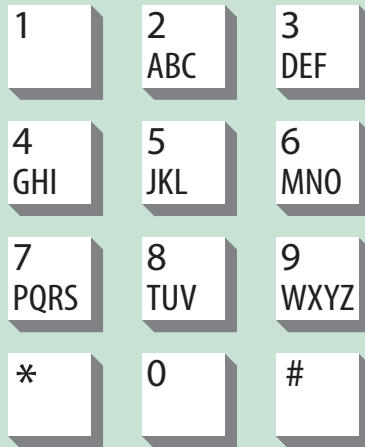
### Hours of availability:

Monday to Saturday and on government holidays  
7:30 a.m. to 5:30 p.m.

Your Personal Identification Number (PIN) is 1000

## Telephone Keypad

Not all keypads are the same. Use this keypad as a reference.



*Letters are entered with two numbers, the first identifies the individual key on which the letter is printed, and the second indicates whether the letter is the first, second, third or fourth letter that appears on that key. For example, the letter R appears on the number 7 key and it is the third letter on that key, so R would be entered as 7, 3.*

### Examples:

Catalogue Number: B116

2, 2, 1, 1, 6

Claim Number: T420113 – line 6

8, 1, 4, 2, 0, 1, 1, 3, 6

Authorization Form: DL3271

3, 1, 5, 3, 3, 2, 7, 1

## Get Started!

Thank you for using the IVR system! This system was developed to help vendors and authorizers obtain the information they require as quickly and easily as possible. Using the IVR system also helps to reduce the volume of calls to the AADL office.

Call the IVR system

▶ 780-415-8717

When prompted

▶ Enter your four-digit PIN Number: 1000.

When prompted

▶ Enter your 13-digit vendor number.  
*Please refer to the Telephone Keypad page for instructions and examples of entering information on the keypad.*

▶ The FOIP message will play.

When prompted

▶ Choose what you want to do!

▶ Press 1 for Cost-Share Status Information.

▶ Press 2 for the Last Date Benefits were Received.

▶ Press 3 to Determine the Status of a Claim.

▶ Press 4 to Determine Status of an Authorization.

**OR**

▶ Press 0 at any time to transfer to the AADL office.

▶ To leave the IVR system at any time, hang up.

## Cost-Share Status Information

You can call the IVR system to find out whether the client is cost-share exempt or if the client must pay the cost-share portion.

### Follow the Get Started instructions.








- |                                      |  |
|--------------------------------------|--|
| When prompted                        | ▶ Press 1 to choose Cost-Share Status Information.   |
| When prompted                        | ▶ Enter the client's nine-digit Personal Health Number (PHN).  |
| The IVR system will tell you either: | ▶ The client must cost-share.  |
|                                      | <b>OR</b> ▶ The client's cost-share status indicates full coverage. Coverage is to expire on (the date is provided). The reference number is (the reference number is provided). |
| You now have the option to:          | ▶ Check another client's cost-share status – press 1.  |
|                                      | ▶ Return to the main menu – press 2.   |



## Benefits Received

You can call the IVR system to find out if a client has previously received a benefit. This option is available for all catalogue numbers except catalogue numbers starting with M, Q, R, T, and Z, as well as bed packages.

### Follow the Get Started instructions.

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|-------------------------------|--|
| When prompted                 |  Press 2 to choose Benefits Received.   |
| When prompted                 |  Enter the client's nine-digit Personal Health Number (PHN).<br> Enter the catalogue number for the selected benefit (a combination of letters and numbers).   |
| The IVR system will tell you: |  As of (date) the client has received (quantity) items associated with catalogue number (catalogue number).   |
| You now have the option to:   |  Check another catalogue number – press 1.<br> Check the benefits for another client's PHN – press 2.<br> Return to the main menu – press 3. |

*Checking for the last date a benefit was received is not an eligibility check. The IVR system will tell you if and when a client last received a benefit. You must still refer to the eligibility criteria in the AADL Program Manual to determine if the client is eligible for the benefit.*

*Although you cannot use the IVR system to check benefits received for catalogue numbers in M, Q, R, T or Z, you can still use the IVR system to check if the authorization for these benefits has been received by AADL and the status of the authorization.*


## Claim Acceptance


You can call the IVR system to find out if a claim has been accepted. The IVR system only provides information on paid claims. For rejected claims, please contact AADL Claims staff at (780) 427-0731. The IVR system does not provide information on adjustments or reversals of claims.


### Follow the Get Started instructions.


When prompted  Press 3 to choose Claim Acceptance.

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When prompted  Enter the claim number. The claim number has three components (one letter, six numbers and one number which represents the line number). *The examples provided are based on a claim number of L187496 – line 3.*

 Enter the alpha character of the claim number (one letter - L which is entered as two numbers - 5, 3).


 Enter the six numbers of the claim number (six numbers - 187496).

 Enter the line number of the claim (one number - 3).

### If the claim has been received and accepted by AADL, the IVR system will tell you:



 The claim-accepted date is (date). The approved AADL fee is \$ (amount).

### If the claim has not been received or if it has been rejected by AADL, the IVR system will tell you:

 “I’m sorry, the information you requested was not found.”

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You now have the option to:


-  Check another claim number – press 1.
-  Return to the main menu – press 2.

## Authorization Status




You can call the IVR system to find out if an authorization has been entered into the AADL system, and whether the authorization is active, expired or suspended.

### Follow the Get Started instructions.


When prompted  Press 4 to choose Authorization Status.

When prompted  Enter the authorization number from the form (six or seven characters, a combination of letters and numbers).



### If the authorization form has been received by AADL, the IVR system will tell you:

-  The authorization is currently active.
- OR**  The authorization is currently suspended.
- OR**  The authorization expired on (date).

### If the authorization form has not been received by AADL, the IVR system will tell you:

-  “I’m sorry, the information you requested was not found.”

You now have the option to:

-  Check the status of another authorization – press 1.
-  Return to the main menu – press 2.

*Suspended: The authorization form has been received, but AADL is unable to process the information.*

*The IVR system will not indicate the status of the items on the authorization. Please contact the appropriate benefit clerk for this information*

## Helpful Hints!

- ▶ To get a quicker response to your query, press the pound (#) key after the information has been entered.
- ▶ You have three attempts to enter the correct information. After the third incorrect attempt, the IVR system will direct you to AADL reception or it will ask you to phone back when the AADL office is open.
- ▶ You have a limited time to input the required information, such as your vendor number, a client's personal health number, claim number, catalogue number, etc. If you do not enter the information in the maximum time provided, the IVR system will play an error message and it will be counted as an error.
- ▶ AADL staff are here to assist you with the IVR system. Please contact Client Services staff at 780-427-0731 if you have any questions or if you have any problems with the IVR system.

### **AADL is a program of Alberta Seniors and Community Supports.**

For more information please contact:

Alberta Aids to Daily Living Program

10th Floor, Milner Building

10040 - 104 Street

Edmonton, Alberta T5J 0Z2

Phone: 780-427-0731 in Edmonton

Toll free: 310-0000, then 780-427-0731 when prompted

Fax: 780-422-0968

