
Health Related Supports

Alberta Aids to Daily Living PROGRAM

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
- ▶ Eligibility for Extended Seniors Hearing Aid Benefits

Hours of availability:

Monday to Saturday and 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.


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

 Press 5 to Check Eligibility for Extended Seniors Hearing Aid Benefits

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 if 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.
OR	 The client's cost-share status indicates full coverage. Coverage is to expire on (the date is provided). The reference number is (reference number is provided).
You now have the option to:	 Check another client's cost-share status — press 1.
OR	 Return to the main menu — press 2.

Eligibility for Extended Seniors Hearing Aid Benefits

You can call the IVR system to find out if the client is eligible for Extended Seniors Hearing Aid Benefits.

Follow the Get Started instructions.

When prompted	 Press 5 for Extended Hearing Aid Benefits Information.
When prompted	 Enter the client's nine-digit Personal Health Number (PHN).
The IVR system will tell you either:	 The client is eligible for Extended Hearing Aid Benefits. Coverage will expire on (the date is provided).
OR	 The client is not eligible for Extended Hearing Aid Benefits.
You now have the option to:	 Check another client's eligibility for Extended Hearing Aid Benefits — press 1.
OR	 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 those starting with M, Q, R, T and Z, as well as bed packages.

Follow the Get Started instructions.

When prompted



Press 2 to choose Benefits Received.

When prompted



Enter the client's nine-digit Personal Health Number (PHN).



Enter the Catalogue Number for the 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 #).

Now you have the option to:



Check another catalogue number — press 1.



Check the benefits for another client's PHN — press 2.



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 ensure 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.

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.”

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:

OR



The authorization is currently active.

OR



The authorization is currently suspended*.



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 does not indicate the status of the items on the authorization. Please contact the appropriate benefit clerk for this

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 redirect you to AADL.
- ▶ You have a limited time to input the required information. If you do not enter the information in the maximum time provided, it will be counted as an error.
- ▶ AADL staff are here to assist you. Please contact Client Services staff at 780-427-0731 if you have questions or problems with the IVR system.

AADL is a program of Alberta Seniors

For more information contact:

**Alberta Aids to Daily Living Program
10th Floor, Milner Building
10040 - 104 Street
Edmonton, Alberta T5J 0Z2**

Phone: 780-427-0731
To call toll-free, first dial 310-0000

Deaf/hearing impaired callers within Alberta using a TTY can reach the provincial government by dialing 780-427-9999 in Edmonton or 1-800-232-7215 throughout Alberta.

Fax: 780-422-0968

www.seniors.alberta.ca/AADL