



AADL Communication and voice benefits program

authorization user guide



online claims submission

*... convenient service, delivered
through an easy-to-use secure website*

provider.ab.bluecross.ca/health

November 2020

AADL Communication and voice benefits program: authorization user guide

Introduction

Alberta Blue Cross is pleased to offer online authorization and claim submission for communication and voice benefit providers of the Alberta Aids to Daily Living program (AADL). This convenient service is delivered through an easy-to-use secure website and is available at no cost to providers across Alberta. Online submission provides the convenience of direct billing for eligible services for your customers with coverage through the AADL program. You are assured of a prompt response directly from Alberta Blue Cross.

Registering for site access

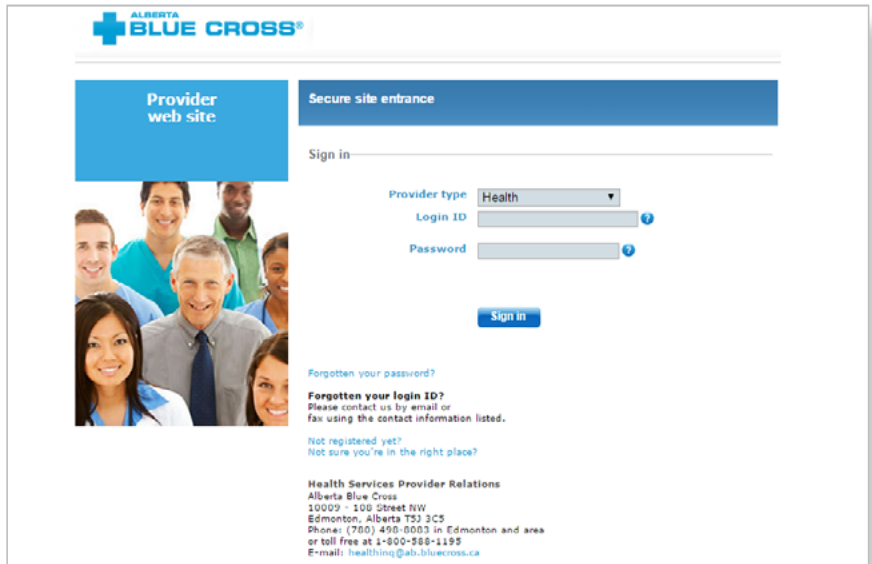
To register for online authorization and claims submission, you must complete the Request for Secure Web Site Access web form. Details about completing this form can be accessed through our public web site at ab.bluecross.ca.

Phone

1-888-828-8738 (toll free)
587-756-8629 (Edmonton and area)

Fax

1-855-598-3583 (toll free)
780-498-3585 (Edmonton and area)



The screenshot shows the 'Provider web site' secure site entrance. It features the Alberta Blue Cross logo at the top. Below the logo, there is a 'Sign in' section with a 'Provider type' dropdown menu set to 'Health', a 'Login ID' field, and a 'Password' field. A 'Sign in' button is located below these fields. To the left of the sign-in section is a photo of a diverse group of people. Below the photo, there are links for 'Forgotten your password?', 'Forgotten your login ID?' (with instructions to contact by email or fax), and 'Not registered yet?'. At the bottom, there is contact information for 'Health Services Provider Relations' at Alberta Blue Cross, including the address, phone numbers, and email.

ALBERTA BLUE CROSS®

Provider web site

Secure site entrance

Sign in

Provider type: Health

Login ID

Password

Sign in

Forgotten your password?

Forgotten your login ID?
Please contact us by email or fax using the contact information listed.

Not registered yet?
Not sure you're in the right place?

Health Services Provider Relations
Alberta Blue Cross
10009 - 100 Street NW
Edmonton, Alberta T5J 3C5
Phone: (780) 498-6003 in Edmonton and area
or toll free at 1-800-568-1195
E-mail: healthinfo@ab.bluecross.ca

The Health Services AADL team at Alberta Blue Cross will create your website access based on your completed registration form. To protect your security, a login ID and temporary password will be sent in two separate emails to the email address provided on your registration form. Once you have received both emails, you can begin serving your patients through online authorization and claim submissions.

Getting started online

Please refer to the information in the emails Alberta Blue Cross sends you when your initial registration is approved. These emails contain your login ID and temporary password. Navigate to the Alberta Blue Cross AADL website at provider.ab.bluecross.ca/health and enter the login ID and password in the applicable fields. You will be asked to agree to the Web Site Policy and Online Billing Agreement, set up your two "reminder questions" and change your temporary password. This information will be used to verify your identity if you forget your password or require information about your account. Subsequent sign-ins will only require your login ID and password..

Authorizing online is quick, easy and secure!

Authorizing online is quick, easy and secure. After validating a patient's identity, simply submit the authorization for processing. Results are displayed within seconds of submission.



Help

If you have questions about a screen, click on the blue button with a question mark. The help button answers frequently asked questions.



Easy steps to accessing the patient inquiry screen

- 1 Navigate to the **"Patient Inquiry"** menu option and enter the patient's personal health number and birth date. Then, click **"Search"**.

The screenshot shows the Alberta Blue Cross Health provider interface. The top navigation bar includes 'Overview', 'Patient inquiry' (highlighted in orange), 'Enter authorization', 'Recycle inventory', 'Reports', 'Resources', and 'Your profile'. Below the navigation bar, the 'Patient inquiry' section is active. It contains a form with fields for 'Personal health number' and 'Date of birth (YYYY-MM-DD)'. A 'Clear' button and a 'Search' button (highlighted in red) are at the bottom of the form.

- 2 Confirm the patient's information and address. To update the patient's address, select **"Update address"**.

The screenshot shows the Alberta Blue Cross Health provider interface with the 'Patient inquiry' section active. The 'Patient information' section displays the following details: Patient name: Jane Doe, Personal health number: 987654321, Date of birth (YYYY-MM-DD): 1975-07-17, Age category: Adult, Residential address: 10009 100 ST NW, EDMONTON, AB T5J3C5, Canada, Mailing address: (blank), Phone number: 780-498-8000, Residency code: Private (Home/Apartment), Care of: (blank). The 'Update address' button is highlighted in red.

- 3 The patient inquiry screen will list the patient's
 - current AADL status, indicating if they are eligible for AADL benefits or if the coverage has ended; and
 - cost share status for the previous, current and future benefit years.

The screenshot shows the Alberta Blue Cross Health provider interface with the 'Patient inquiry' section active. The 'Patient information' section displays the same details as the previous screenshot. Below this, the 'Status' section shows 'Status: Active'. The 'AADL cost share status' section shows the following details: Benefit year ending 2020-06-30: Cost share, Benefit year ending 2021-06-30: Cost share, Benefit year ending 2022-06-30: (blank).

4

4

Easy steps to accessing the recycle inventory

- 1 Navigate to the **"Recycle Inventory"** menu option to view items available in the recycle inventory pool.

The screenshot shows the Alberta Blue Cross Health provider portal. The top navigation bar includes links for Contact us, Help, and Sign out. The main navigation bar has tabs for Overview, Patient inquiry, Enter authorization, Recycle inventory (highlighted with a red circle), Reports, Resources, and Your profile. Below the navigation bar, the Recycle inventory section is displayed, showing a table with columns: Recycle inventory ID, Serial number, Equipment type, Manufacturer, Model, Recycle centre location, Status, and Action. An Add item button is located below the table.

- 2 Select **"Add Item"** to enter an item into the recycle inventory pool. Enter the serial number, equipment type, manufacturer, model, recycle centre location, status, purchase date, warranty end date and update effective date.

The screenshot shows the Alberta Blue Cross Health provider portal. The top navigation bar includes links for Contact us, Help, and Sign out. The main navigation bar has tabs for Overview, Patient inquiry, Enter authorization, Recycle inventory (highlighted with a red circle), Reports, Resources, and Your profile. Below the navigation bar, the Recycle inventory section is displayed, showing a table with columns: Recycle inventory ID, Serial number, Equipment type, Manufacturer, Model, Recycle centre location, Status, and Action. An Add item button is located below the table, highlighted with a red circle.

The screenshot shows the Alberta Blue Cross Health provider portal. The top navigation bar includes links for Contact us, Help, and Sign out. The main navigation bar has tabs for Overview, Patient inquiry, Enter authorization, Recycle inventory (highlighted with a red circle), Reports, Resources, and Your profile. Below the navigation bar, the Recycle inventory section is displayed, showing a form titled "Add recycle inventory". The form includes fields for: Recycle inventory ID, Serial number, Equipment type (dropdown menu), Product (dropdown menu), Manufacturer, Model, Recycle centre location (dropdown menu), Status (dropdown menu), Purchase date, Warranty end date, Update effective date (2020-10-14), Operating system, Vocabulary software, and Comments. A Cancel button and a Save button are located at the bottom of the form.

- 3 Select “**View**” to view additional details for any of the items listed and “**Update**” to change the recycle centre location, status, update effective date, operating system and vocabulary software.

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Contact us | Help | Sign out

Overview Patient inquiry Enter authorization Recycle inventory Reports Resources Your profile

Communications Authorization Provider

Recycle inventory

Recycle Inventory report ⓘ

Recycle inventory ID	Serial number	Equipment type	Manufacturer	Model	Recycle centre location	Status	Action
202	123456789	SGCD	Test Manufacture	Test Model	Communications Recycle Centre	Available	View

[Add Item](#)

ALBERTA BLUE CROSS® Health provider

Contact us | Help | Sign out

Overview Patient inquiry Enter authorization Recycle inventory Reports Resources Your profile

Communications Authorization Provider

Recycle inventory

Recycle inventory details ⓘ

Recycle inventory ID 202

Serial number 123456789

Equipment type SGCD

Product description Dynamic Display Devices Recycle

Manufacturer Test Manufacture

Model Test Model

Recycle centre location Communications Recycle Centre

Status Available

Purchase date 2020-10-14

Warranty end date 2025-10-01

Update effective date 2020-10-14

Operating system Test

Vocabulary software Test

Comments

[Back](#) [Update](#)

- 4 To remove any item from the recycle inventory, proceed with creating a recycle out authorization request. Follow the first four steps on page 8 until prompted to enter the recycle inventory ID.

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Contact us | Help | Sign out

Overview Patient inquiry Enter authorization Recycle inventory Reports Resources Your profile

Communications Authorization Provider

Enter authorization request

Enter details - SGCD Recycle Out authorization

Patient information

Name Jane Doe

Personal Health Number 987654321

Additional details ⓘ

Recycle inventory ID

[Search](#)

Serial number

Equipment type

Manufacturer

Model

Recycle centre location

Status

Purchase date

Warranty end date

Update effective date

Operating system

Vocabulary software

Comments

[Back](#) [Cancel](#) [Next](#)

5

The details of the recycle inventory device will be displayed. Select **"Add"** and the product will appear in the summary table. Proceed with completing the authorization request.

ALBERTA BLUE CROSS® Health provider | Contact us | Help | Sign out

Overview Patient inquiry Enter authorization Recycle inventory Reports Resources Your profile

Communications Authorization Provider

Enter authorization request

Enter details - SGCD Recycle Out authorization

Patient information

Name Jane Doe
Personal Health Number 987654321

Additional details ⓘ

Recycle inventory ID 202

Search

Serial number 123456789
Equipment type SGCD
Manufacturer Test Manufacture
Model Test Model
Recycle centre location Communications Recycle Centre
Status Available

Purchase date 2020-10-14
Warranty end date 2025-10-01
Update effective date 2020-10-14
Operating system Test
Vocabulary software Test
Comments

Add

Back Cancel Next

ALBERTA BLUE CROSS® Health provider | Contact us | Help | Sign out

Overview Patient inquiry Enter authorization Recycle inventory Reports Resources Your profile

Communications Authorization Provider

Enter authorization request

Enter details - SGCD Recycle Out authorization

Patient information

Name Jane Doe
Personal Health Number 987654321

Additional details ⓘ

Recycle inventory ID 202

Search

Serial number 123456789
Equipment type SGCD
Manufacturer Test Manufacture
Model Test Model
Recycle centre location Communications Recycle Centre
Status Available

Purchase date 2020-10-14
Warranty end date 2025-10-01
Update effective date 2020-10-14
Operating system Test
Vocabulary software Test
Comments

Recycle inventory ID	Serial number	Equipment type	Manufacturer	Model	Recycle centre location	Status	Action
202	123456789	SGCD	Test Manufacture	Test Model	Communications Recycle Centre	Available	Remove

Back Cancel Next

Easy steps to submitting and processing an authorization

- 1 Navigate to the “**Enter authorization**” menu option and enter the patient’s personal health number and birth date. Then, click “**Search**”.

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Overview Patient inquiry **Enter authorization** Recycle inventory Reports Resources Your profile

Communications Authorization Provider

Enter authorization request

Enter patient

Personal health number

Date of birth(YYYY-MM-DD)

- 2 Confirm the patient’s information and address. To update the patient’s address, select “**Update**”. If the information is correct and no updates are required, click “**Next**”. If a patient does not have an address in the system, you will be asked to update the patient’s address.

ALBERTA BLUE CROSS® Health provider | Contact us | Help | Sign out

Overview Patient inquiry **Enter authorization** Recycle inventory Reports Resources Your profile

Communications Authorization Provider

Enter authorization request

Confirm patient address

Patient information

Name	Jane Doe
Personal Health Number	987654321

Residential address ?

Address 10009 108 ST NW
EDMONTON, AB T5J3C5
Canada

Phone number 780-498-8000

Residency code Private (Home/Apartment)

Care of

Mailing address ?

Address

Phone number

Care of

- 3 Select the “**Benefit type**”, “**Authorization type**” and “**Practitioner**” for the authorization submission. Depending on the authorization selected, you may be asked to provide the medical rationale by checking all appropriate options.

ALBERTA BLUE CROSS® Health provider | Contact us | Help | Sign out

Overview Patient inquiry **Enter authorization** Recycle inventory Reports Resources Your profile

Communications Authorization Provider

Enter authorization request

Enter details

Patient information

Name	Jane Doe
Personal Health Number	987654321

Authorization details ?

Benefit type - Choose one -

Authorization type - Choose one -

Practitioner - Choose one - Add Practitioner

[Practitioner Details](#)

- 4 You will be asked to answer questions and provide additional details to determine eligibility. All questions and fields that appear are mandatory and must be answered.

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Overview Patient inquiry Enter authorization Recycle inventory Reports Resources Your profile

Communications Authorization Provider

Enter authorization request

Enter details

Patient information

Name Jane Doe
Personal Health Number 987654321

Authorization details

Benefit type Speech Generating Communication
Authorization type SGCD/Equipment Purchase - AADI
Practitioner Communications Practitioner Add Practitioner
[Practitioner Details](#)

Additional information

Patient confirms they do not have coverage under other sources of funding (NIHB, WCB, DVA, RCMP, Armed Forces, Corrections, Third party insurance, MVAC) ☐ Yes ☐ No

Patient diagnosis
Level of communication competency
Occupation level

Back Cancel Next

- 5 Enter the name of the provider that will be supplying the requested product, as well as any applicable comments. Enter the quote number, patient phone number and shipping address.

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Overview Patient inquiry Enter authorization Recycle inventory Reports Resources Your profile

Communications Authorization Provider

Enter authorization request

Enter details - SGCD/Equipment Purchase authorization

Patient information

Name Jane Doe
Personal Health Number 987654321

Provider details

Provider Please choose one
Provider comments
Quote number
Patient phone number
Shipping address Practitioner practice address
10009 100 St
Edmonton, AB T5J3C5

Product details

Product category Please choose one
Product Please choose one
Quantity
Total cost(\$)
Add product
Back Cancel Next

- 6 Enter the product details by selecting the product category, product, and total cost. Once you click "Add product", the product will appear in the summary table. Repeat these steps for each product being considered.

Product	Quantity	Total cost(\$)
iPad 64 GB SGCD Package	1	1,000.00 Modify Remove
		\$1,000.00

Back Cancel Next

- 7 Enter additional details specific to the products selected in the previous step, if applicable.

ALBERTA BLUE CROSS® Health provider

Contact us | Help | Sign out

Overview Patient inquiry Enter authorization Recycle inventory Reports Resources Your profile

Communications Authorization Provider

Enter authorization request

Enter details - SGCD/Equipment Purchase authorization

Patient information

Name	Jane Doe
Personal Health Number	987654321

Additional details

Patient email address

Back Cancel Next

- 8 A listing of possible documentation types will display based on the authorization selected. Check the boxes next to each document type that you will be submitting for review, along with any document details requested, such as dates or specific values. You also have access to a comments section if you would like to provide any additional details on the documents

ALBERTA BLUE CROSS® Health provider

Contact us | Help | Sign out

Overview Patient inquiry Enter authorization Recycle inventory Reports Resources Your profile

Communications Authorization Provider

Enter authorization request

Enter details - SGCD/Equipment Purchase authorization

Patient information

Name	Jane Doe
Personal Health Number	987654321

Documentation details

Please select each supporting document in your possession and enter any corresponding values.
* denotes a mandatory supporting document

☐ Other supporting document

☐ Quote *

☐ Client Declaration Form *

Comments

Back Cancel Next

- 9 You will be asked to upload the documents you have selected. These can be added individually or in a single file, depending on your records. Click "**Browse**" and select the file. For each file, you have the option to add additional comments. Click "**Upload**" and the file will be added to the summary table. You have the option to remove any files mistakenly uploaded. Once all files have been uploaded, click on "**Process authorization**" and confirm patient consent in the pop-up window. Click "**OK**" to proceed.

ALBERTA BLUE CROSS® Health provider

Contact us | Help | Sign out

Overview Patient inquiry Enter authorization Recycle inventory Reports Resources Your profile

Communications Authorization Provider

Upload supporting document

Supporting document required for further review

Patient information

Name	Jane Doe
Personal Health Number	987654321

Supporting documentation

You have indicated that you have the following documents. Please upload them for further review.

- Quote
- Client Declaration Form

File	Comment

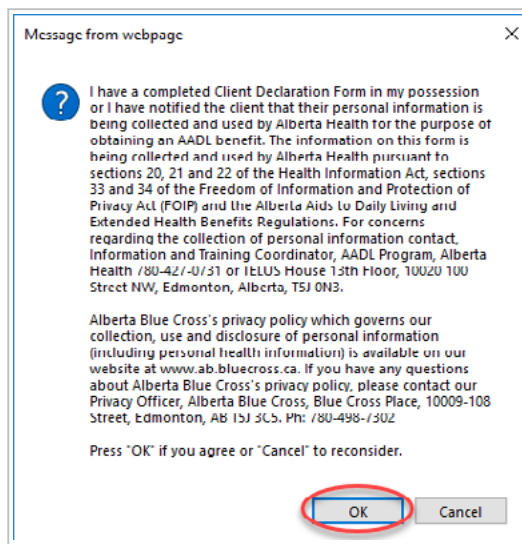
Back Cancel Next

Upload

File Comment

No documents uploaded

Back Cancel Process authorization



- 10 You will receive a confirmation from Alberta Blue Cross within seconds of your submission. This will indicate whether your authorization request has been approved, rejected or pending for further review.

- 11 A printable copy of the authorization results is available by clicking **"Print"**.

Note: If a product or service is not related to a specific patient (such as a repair or stock item), please use the generic patient ID.



Easy steps to accessing reports

- 1 Navigate to the “**Reports**” menu option. This screen allows you to view all authorizations and claims for a specific individual, authorization or those submitted through your account.

The screenshot shows the Alberta Blue Cross Health provider portal. The top navigation bar includes 'Overview', 'Patient inquiry', 'Enter authorization', 'Recycle inventory', 'Reports' (highlighted), 'Resources', and 'Your profile'. Below the navigation bar, the 'Reports' section is active, showing 'Authorization history report' and 'View all patient authorizations'. There are search filters for 'Search by' (Patient), 'Start date' (2020/04/14), and 'End date' (2021/01/14). A note states: '*Please note: Only date ranges up to 3 months in the future or within the last 15 months can be entered.' A 'Create report' button is at the bottom.

- 2 For an authorization history report by patient, select patient from the drop-down menu. Enter a start and end date for the claim information you wish to display (up to a maximum of the last fifteen months and three months into the future), then click “**Create report**”.

This screenshot is similar to the previous one, but with red circles highlighting the 'Search by' dropdown menu (which is set to 'Patient') and the 'Create report' button at the bottom.

- 3 Once the report is created, enter the patient’s personal health number and date of birth.
 - a. All authorizations that are active or were submitted for the selected individual within the specified time are listed on a printer-friendly screen. Reference numbers, authorization types, effective and termination dates, as well as the status, are all available for your reference.
 - b. To access a printable version of the authorization, click “**View**” in the summary table.
 - c. A printable copy of the report results is available by clicking “**Print**”.

The screenshot shows the 'AADL Communication Reports' section. It includes a table with columns: Reference number, PHN, Patient, Type, Effective date (YYYY/MM/DD), Termination date (YYYY/MM/DD), Status, and Action. The 'Action' column has a 'View' link highlighted with a red circle. Below the table, there is a 'Print' button.

Reference number	PHN	Patient	Type	Effective date (YYYY/MM/DD)	Termination date (YYYY/MM/DD)	Status	Action
* 112280822	987654321	Doe, Jane	Tracheostomy			Approved	View
* 112280805	987654321	Doe, Jane	SGCD/ Equipment Purchase			Under review	View

Authorization results

Authorization status				
Patient name: Jane Doe				
Patient phone number: 7804988000				
Reference number: 112280822				
Submission date: 2020-10-14				
Practitioner name: Communications Practitioner				
Practitioner phone number: N/A				
Provider name: Communications Claim Provider				
Provider phone number: N/A				
Provider comments				
Shipping address 10009 108 ST NW EDMONTON, AB T5J3C5				
Quote number				
Serial number				
Product	Quantity	Total cost(\$)	Status	Explanation number
Tracheostomy	1.00	0.00	Approved	
Total		\$0.00		
Explanations				

Print

4

For an authorization history report by provider, select the provider from the drop-down menu. Enter a start and end date for the claim information you wish to display (up to a maximum of the last fifteen months and three months into the future), then click **"Create report"**.

a. All authorizations that are active or were submitted through your account within the specified time are listed on a printer-friendly screen. Reference numbers, authorization types, effective and termination dates, as well as the status, are all available for your reference.

b. To access a printable version of the authorization, click **"View"** in the summary table.

c. A printable copy of the report results is available by clicking **"Print"**.

Health provider
[Contact us](#) | [Help](#) | [Sign out](#)

[Overview](#) | [Patient inquiry](#) | [Enter authorization](#) | [Recycle inventory](#) | **[Reports](#)** | [Resources](#) | [Your profile](#)

Communications Authorization Provider

Reports

Authorization history report

View all patient authorizations

Search by: **Provider** | Start date(YYYYMMDD): 2020/04/14 | End date(YYYYMMDD): 2021/01/14

*Please note: Only date ranges up to 3 months in the future or within the last 15 months can be entered.

Create report

Health provider
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Communications Authorization Provider

AADL Communication Reports

Authorization history report

Details

Hide details

Reference number	PHN	Patient	Type	Effective date (YYYY/MM/DD)	Termination date (YYYY/MM/DD)	Status	Action
* 112280822	987654321	Doe, Jane	Tracheostomy			Approved	View
* 112280805	987654321	Doe, Jane	SOCV/ Equipment Purchase			Under review	View

* This authorization was previously self-submitted.

Authorization results

Authorization status

Patient name: Jane Doe

Patient phone number: 7804988000

Reference number: 112280822

Submission date: 2020-10-14

Practitioner name: Communications Practitioner

Practitioner phone number: N/A

Provider name: Communications Claim Provider

Provider phone number: N/A

Provider comments

Shipping address 10009 108 ST NW
EDMONTON, AB T5J3C5

Quote number

Serial number

Product	Quantity	Total cost(\$)	Status	Explanation number
Trachee 655-T	1.00	0.00	Approved	
Total		\$0.00		

Explanations

Print

Technical information

Using the Alberta Blue Cross AADL website, an Internet connection and your browser, you can submit authorizations and claims online at your convenience. Most computer systems today have everything required to use this website successfully.

We're serious about privacy and security

The confidentiality of your records is very important—to you, and to us. You are responsible for your login ID and password. They are intended for your office's use only. We protect your information in various ways, including

- encrypting all information,
- securely delivering your login ID and password,
- denying access to website users after five consecutive, unsuccessful sign-in attempts,
- automatically signing site users out after 30 minutes of inactivity, and
- requiring written authorization before granting access to the Alberta Blue Cross AADL website.



Contact us

For more information about access to the Alberta Blue Cross AADL website, you can contact Alberta Blue Cross AADL team.

Phone

587-756-8629 (Edmonton and area)

1-888-828-8738 (toll free, all other areas)

Email

HealthServicesAADLINquiries@ab.bluecross.ca

provider.ab.bluecross.ca/health

The online authorization submission system
is available Monday to Sunday,
8 a.m. to 9:30 p.m. MT.

Our regular office hours are Monday to Friday,
8:30 a.m. to 5 p.m. MT.

