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

ALBERTA BLUE CROSS®

AADL Communication and voice benefits program: authorization user guide

Introduction

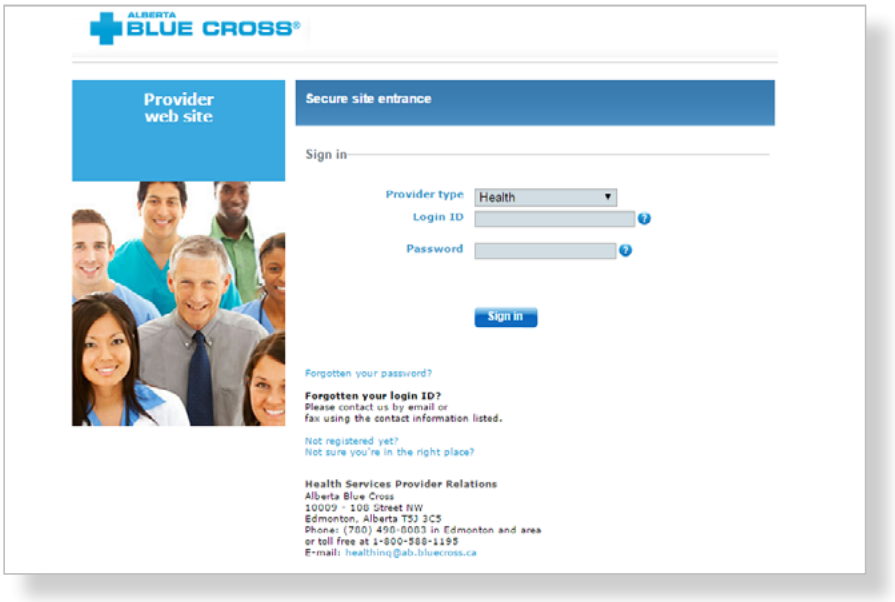
Alberta Blue Cross is pleased to offer online authorization and claim submission for communication and voice benefit providers of the Alberta Aids to Daily Living program (AADL). This convenient service is delivered through an easy-to-use secure website and is available at no cost to providers across 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 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!

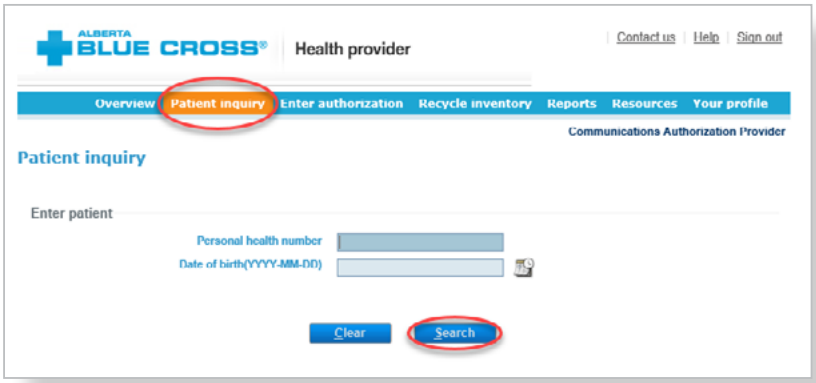
Authorizing online is quick, easy and secure. After validating a patient's identity, simply submit the authorization for processing. Results are displayed within seconds of submission.

Help

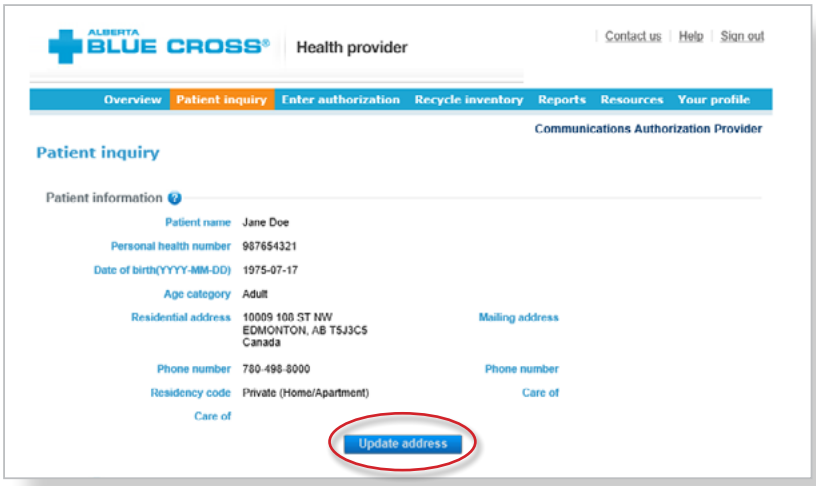
If you have questions about a screen, click on the blue button with a question mark. The help button answers frequently asked questions.

Easy steps to **accessing the patient inquiry screen**

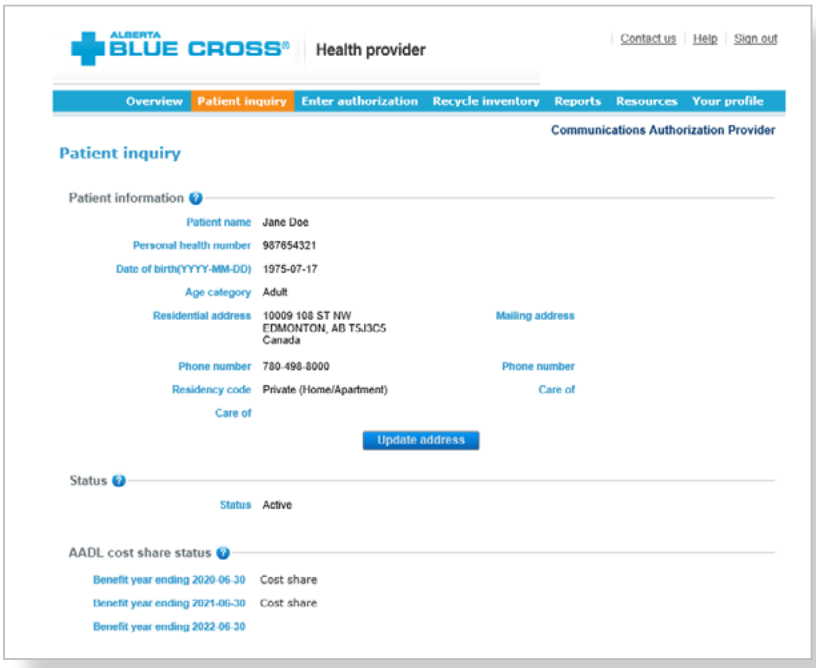
1. Navigate to the "**Patient Inquiry**" menu option and enter the patient's personal health number and birth date. Then, click "**Search**".



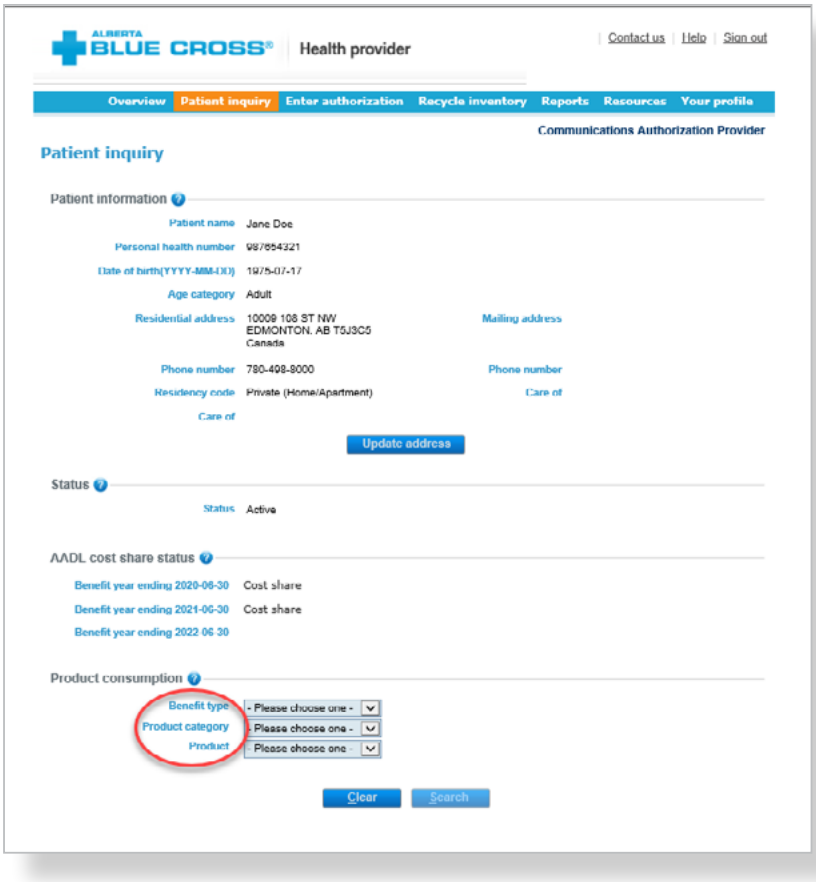
2. Confirm the patient's information and address. To update the patient's address, select "**Update address**".



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.

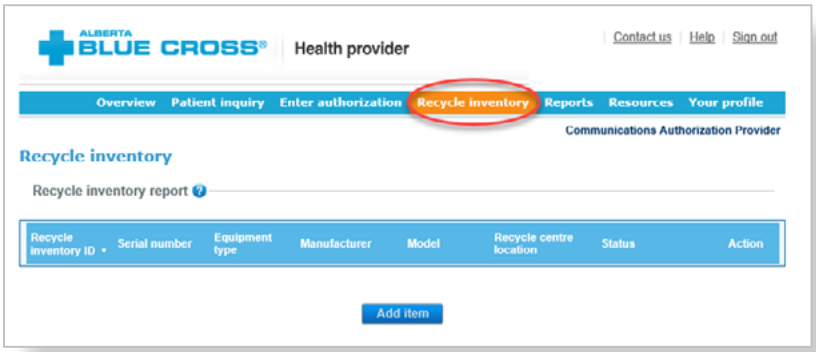


4 You can also search the patient's product consumption by selecting the benefit type, product category and product.

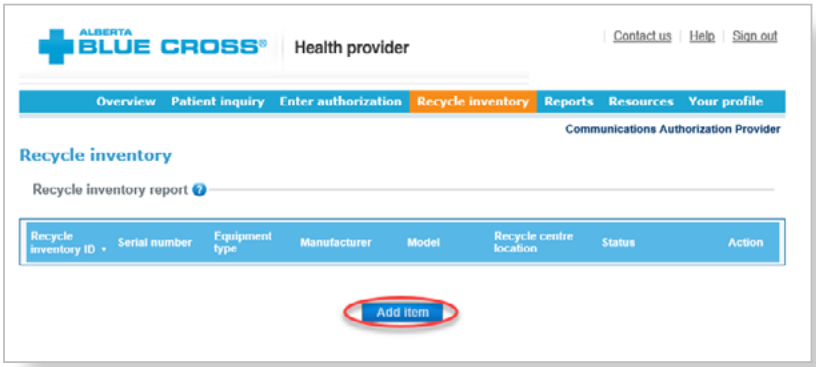


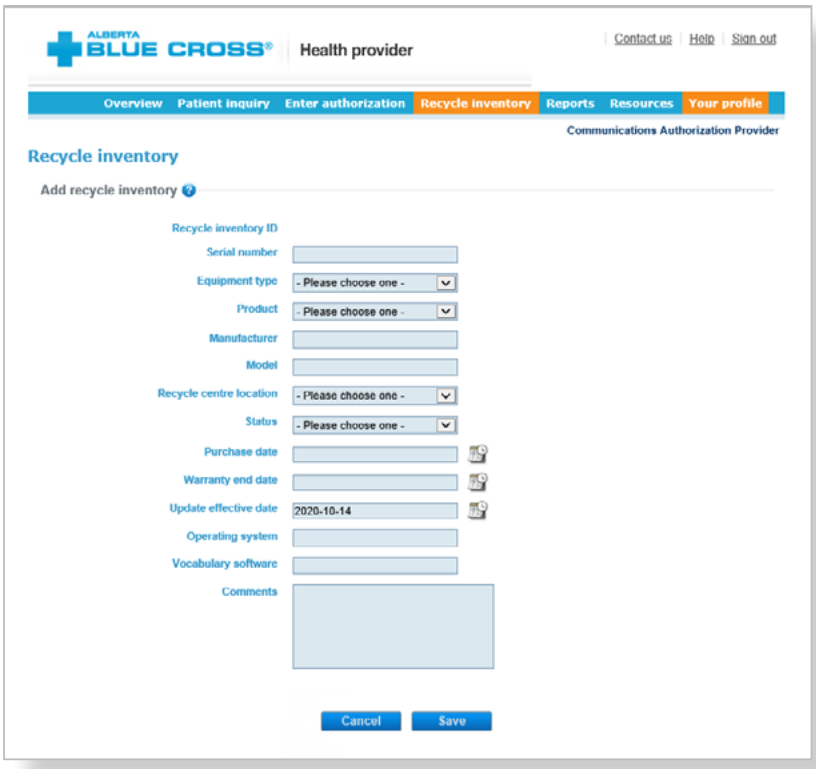
Easy steps to **accessing the recycle inventory**

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

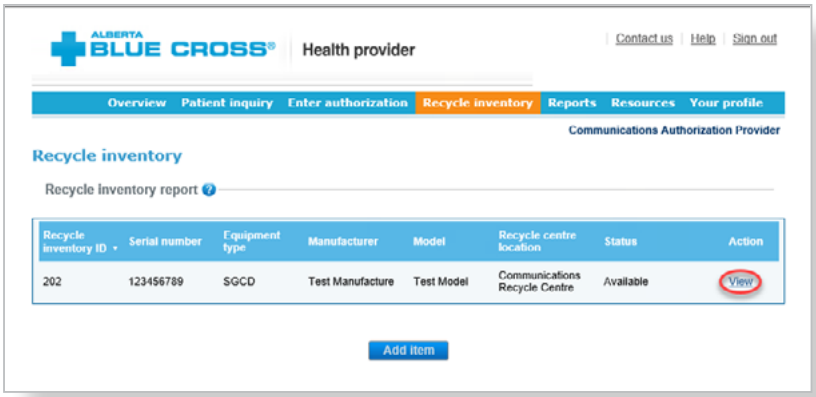


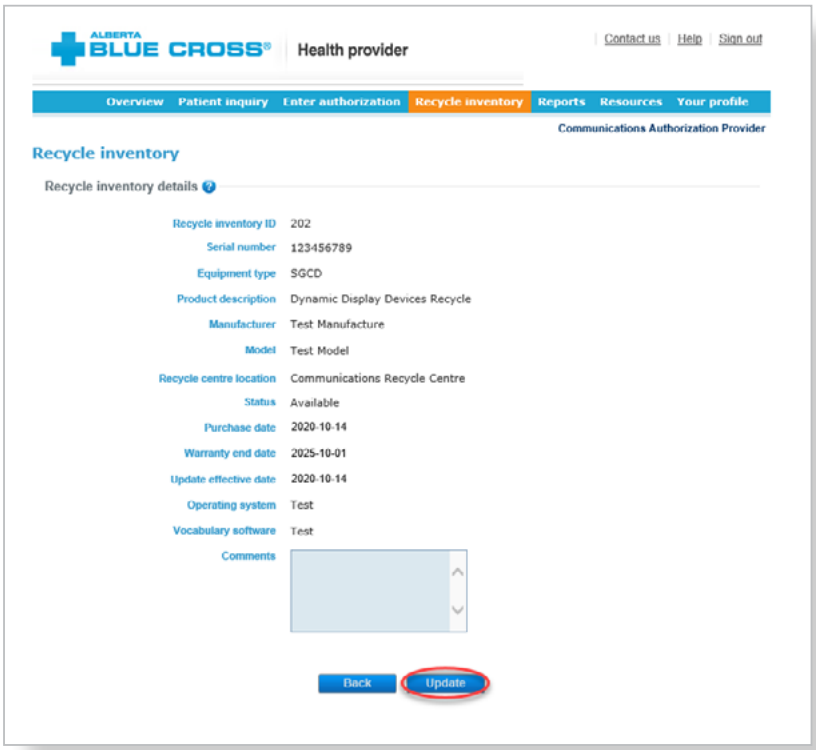
2. Select "**Add Item**" to enter an item into the recycle inventory pool. Enter the serial number, equipment type, manufacturer, model, recycle centre location, status, purchase date, warranty end date and update effective date.



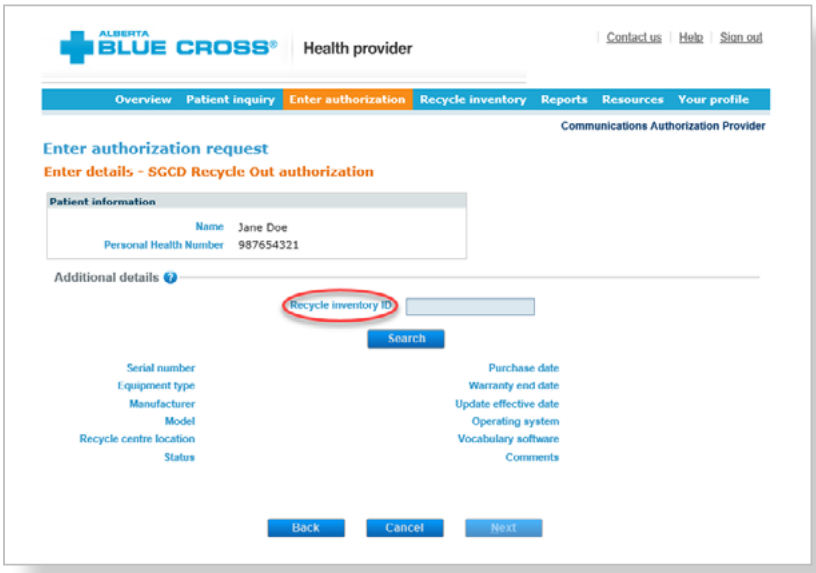


3 Select "**View**" to view additional details for any of the items listed and "**Update**" to change the recycle centre location, status, update effective date, operating system and vocabulary software.

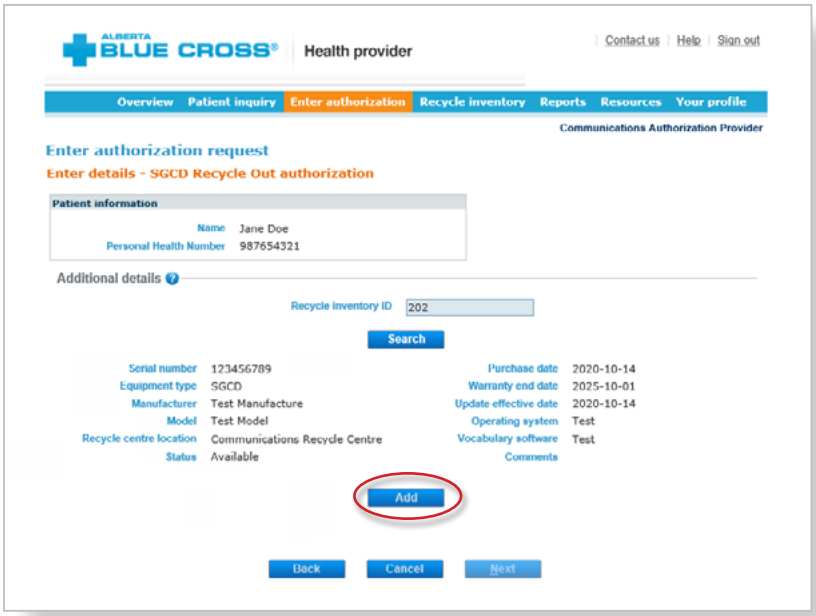


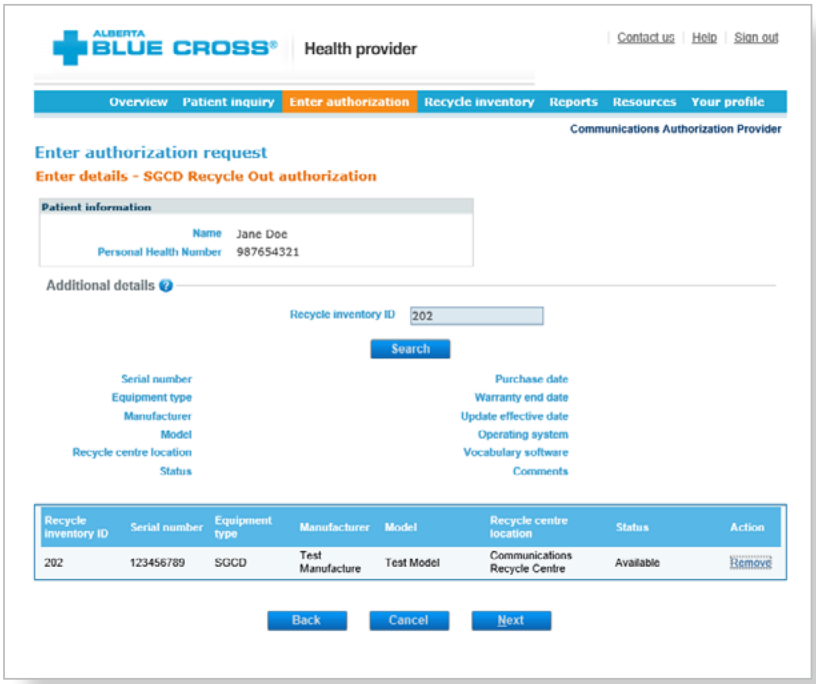


4 To remove any item from the recycle inventory, proceed with creating a recycle out authorization request. Follow the first four steps on page 8 until prompted to enter the recycle inventory ID.



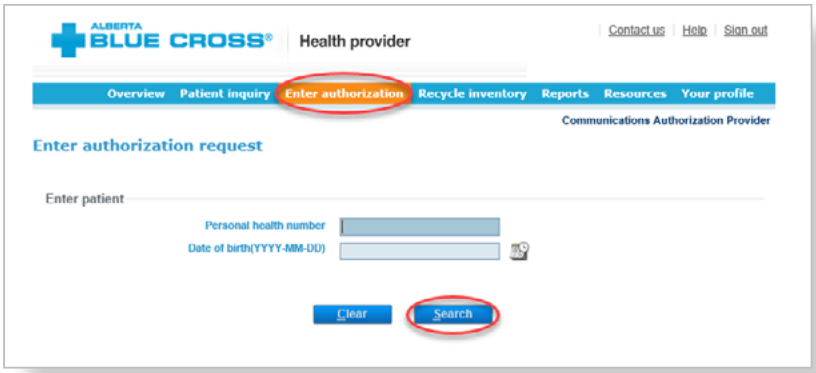
5 The details of the recycle inventory device will be displayed. Select "**Add**" and the product will appear in the summary table. Proceed with completing the authorization request.



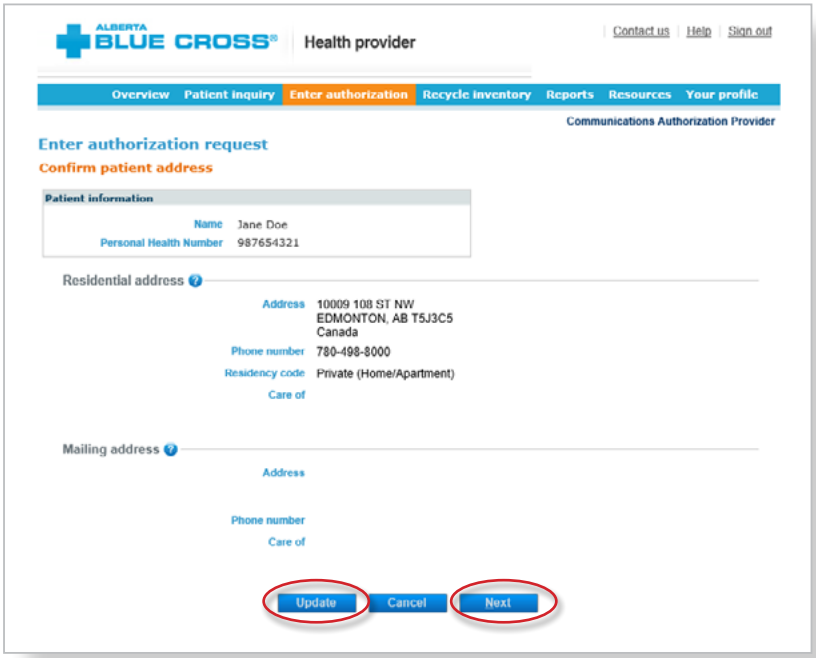


Easy steps to **submitting and processing an authorization**

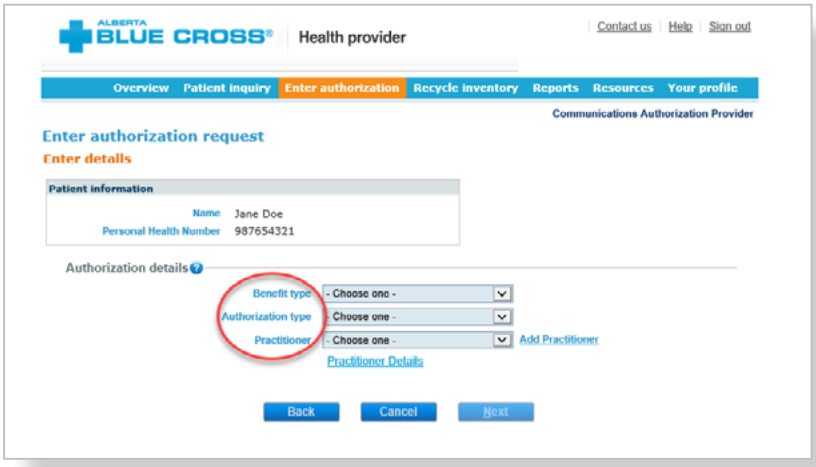
1. Navigate to the "**Enter authorization**" menu option and enter the patient's personal health number and birth date. Then, click "**Search**".



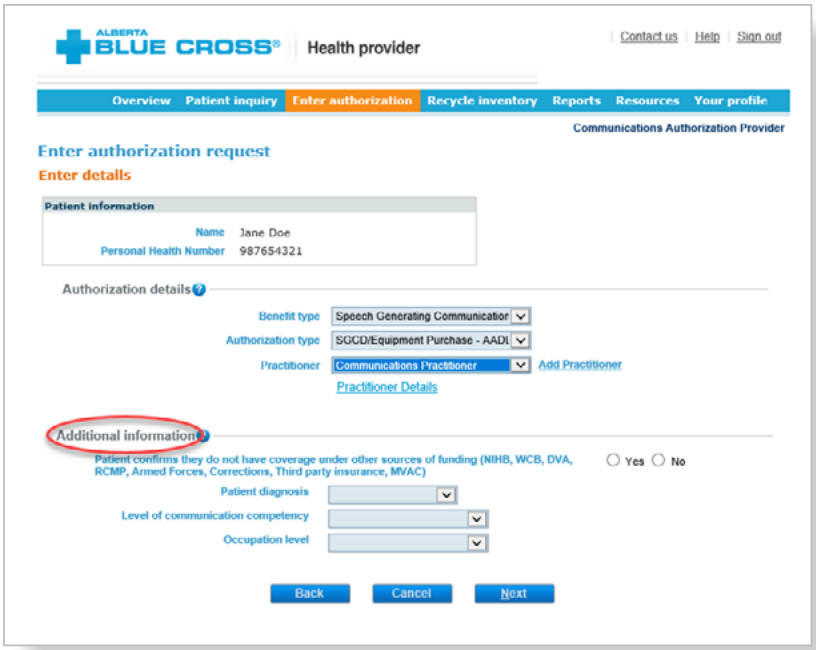
2. Confirm the patient's information and address. To update the patient's address, select "**Update"**. If the information is correct and no updates are required, click "**Next**". If a patient does not have an address in the system, you will be asked to update the patient's address.



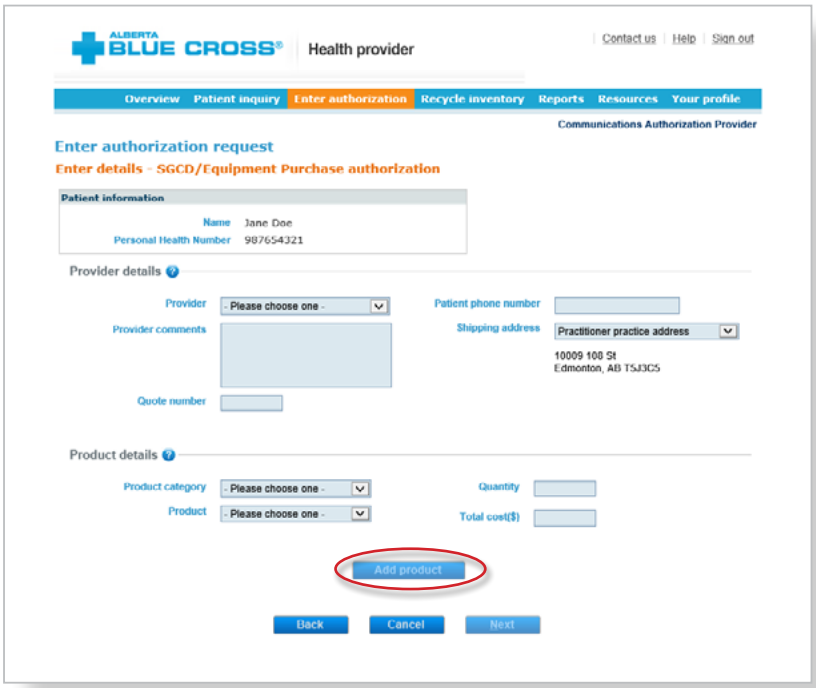
3. Select the "**Benefit type**", "**Authorization type**" and "**Practitioner**" for the authorization submission. Depending on the authorization selected, you may be asked to provide the medical rationale by checking all appropriate options.



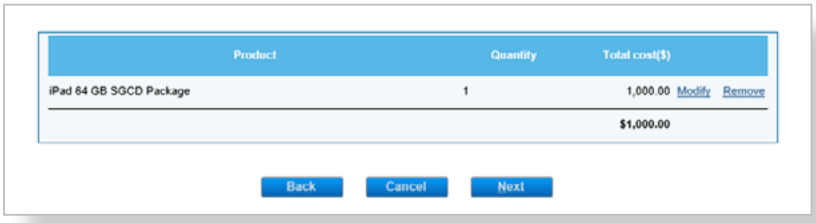
4 You will be asked to answer questions and provide additional details to determine eligibility. All questions and fields that appear are mandatory and must be answered.



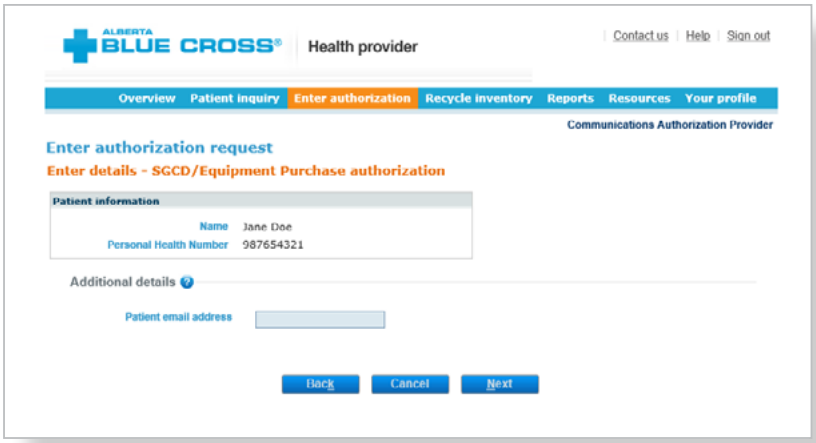
5 Enter the name of the provider that will be supplying the requested product, as well as any applicable comments. Enter the quote number, patient phone number and shipping address.



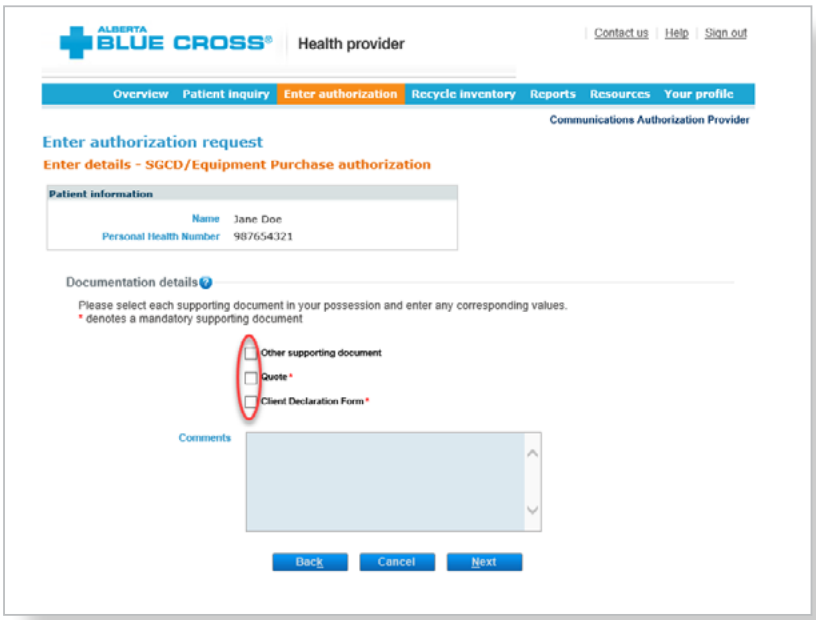
6 Enter the product details by selecting the product category, product, and total cost. Once you click "**Add product**", the product will appear in the summary table. Repeat these steps for each product being considered.



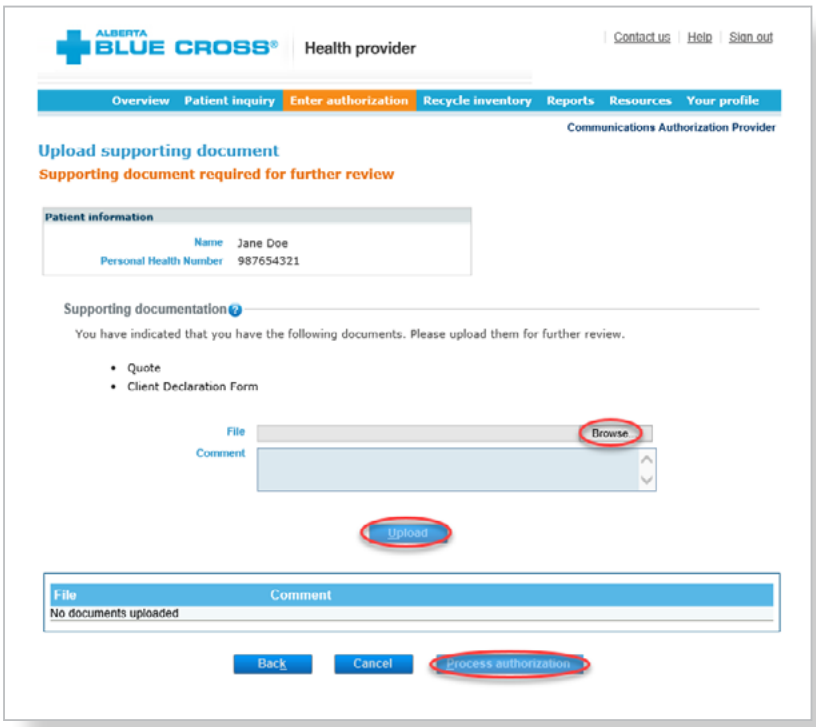
7 Enter additional details specific to the products selected in the previous step, if applicable.

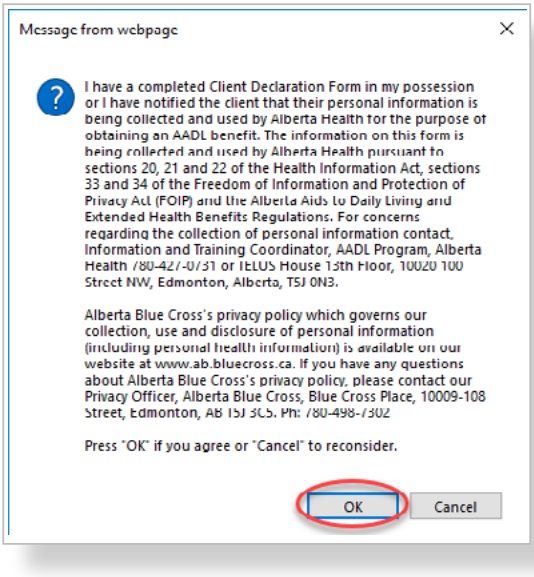


8 A listing of possible documentation types will display based on the authorization selected. Check the boxes next to each document type that you will be submitting for review, along with any document details requested, such as dates or specific values. You also have access to a comments section if you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

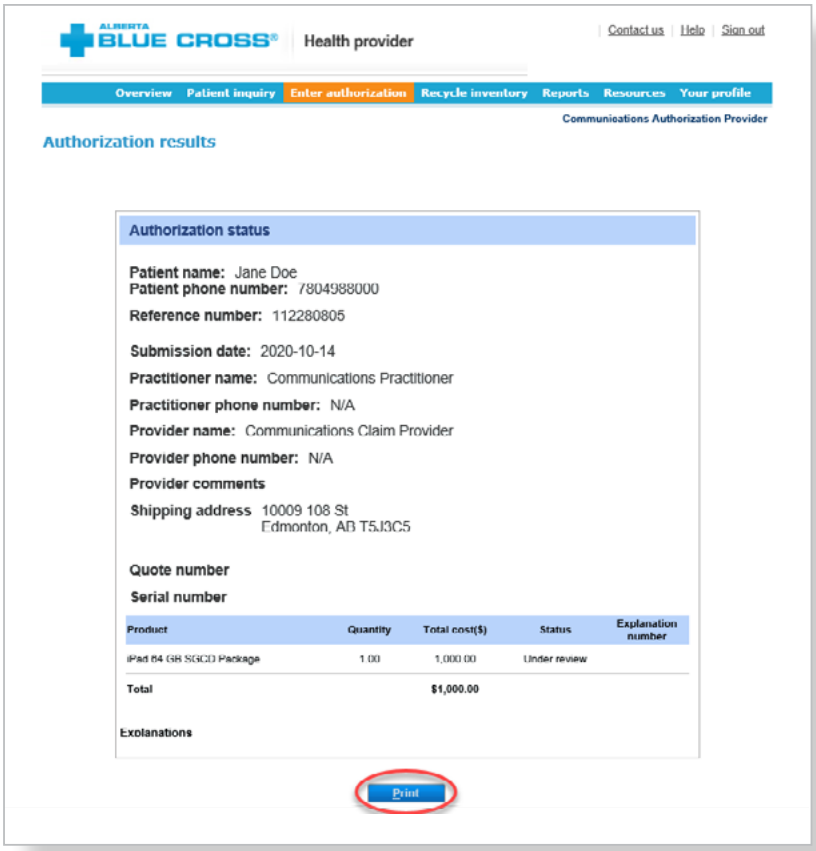


9 You will be asked to upload the documents you have selected. These can be added individually or in a single file, depending on your records. Click "**Browse**" and select the file. For each file, you have the option to add additional comments. Click "**Upload**" and the file will be added to the summary 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.





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 pended for further review.



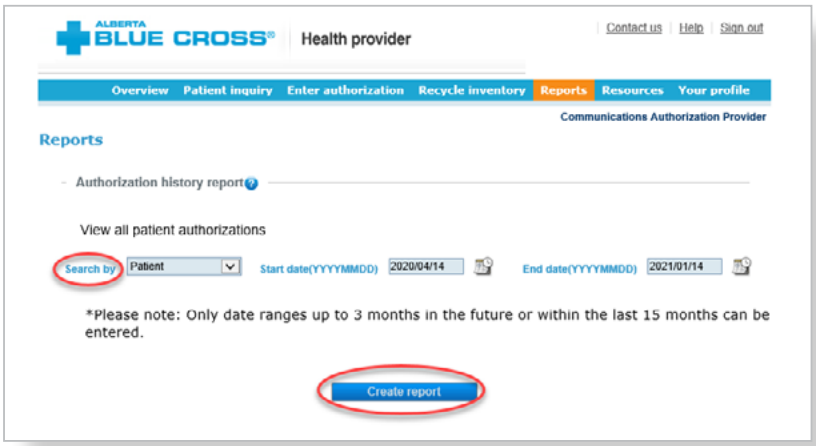
11 A printable copy of the authorization results is available by clicking "**Print**".

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.

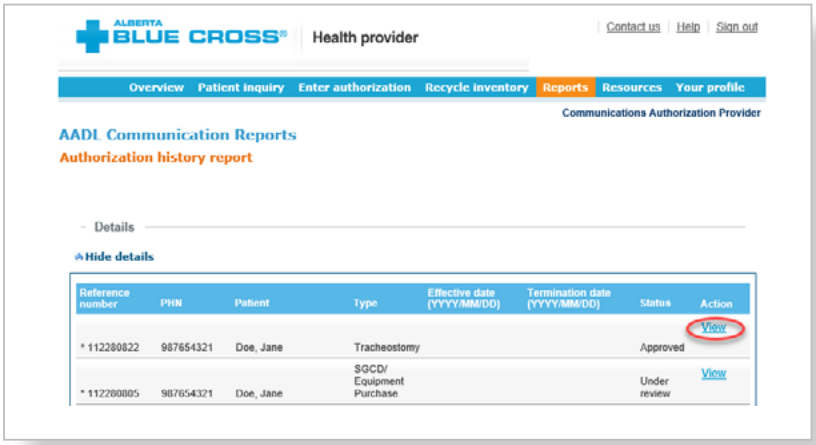
Easy steps to **accessing reports**

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.

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**".



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**".

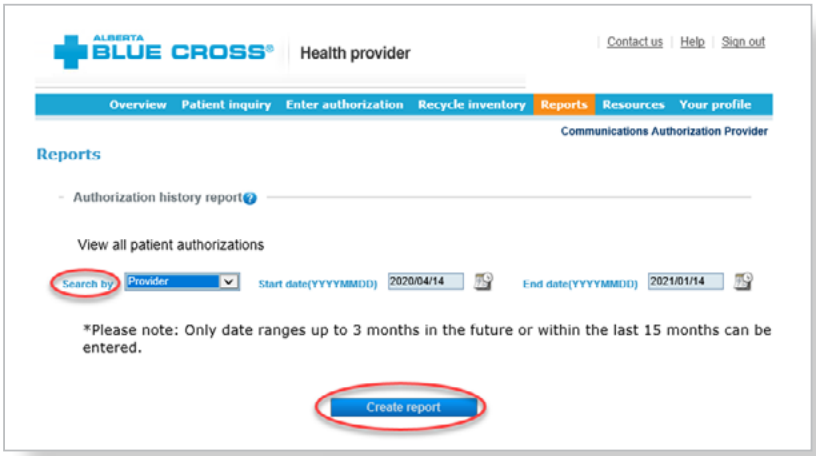


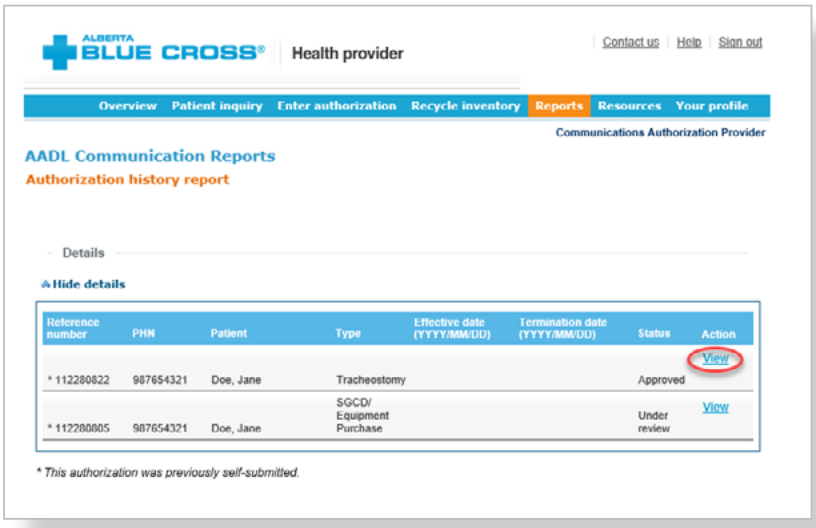
4 For an authorization history report by provider, select the provider from the drop-down menu. Enter a start and end date for the claim information you wish to display (up to a maximum of the last fifteen months and three months into the future), then click "**Create report**".

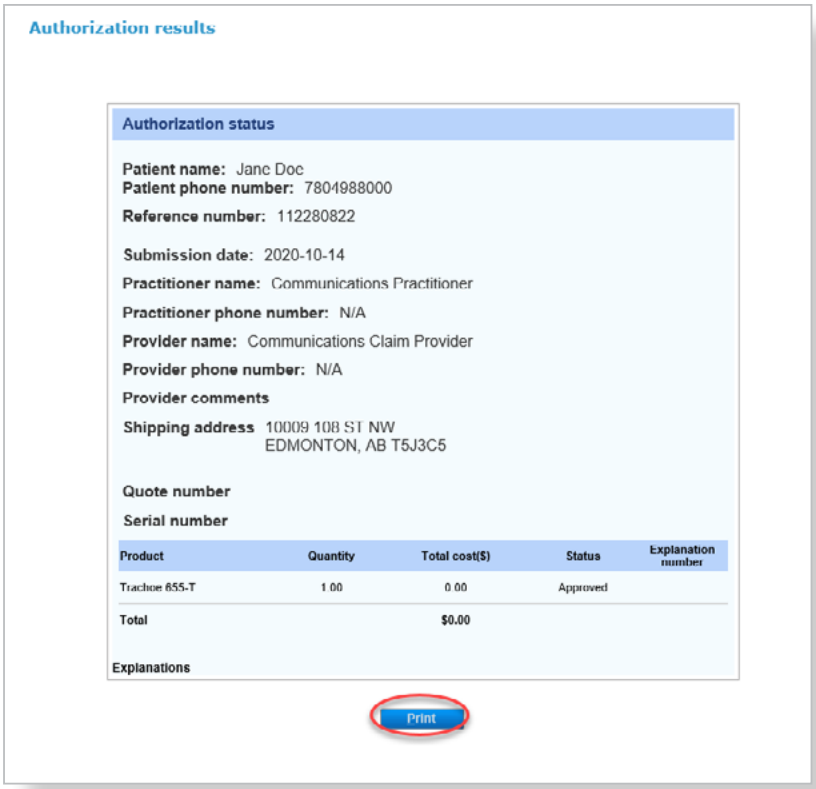
a. All authorizations that are active or were submitted through your account within the specified time are listed on a printer-friendly screen. Reference numbers, authorization types, effective and termination dates, as well as the status, are all available for your reference.

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**".






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
Trachoe 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.

ALBERTA BLUE CROSS®

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.

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