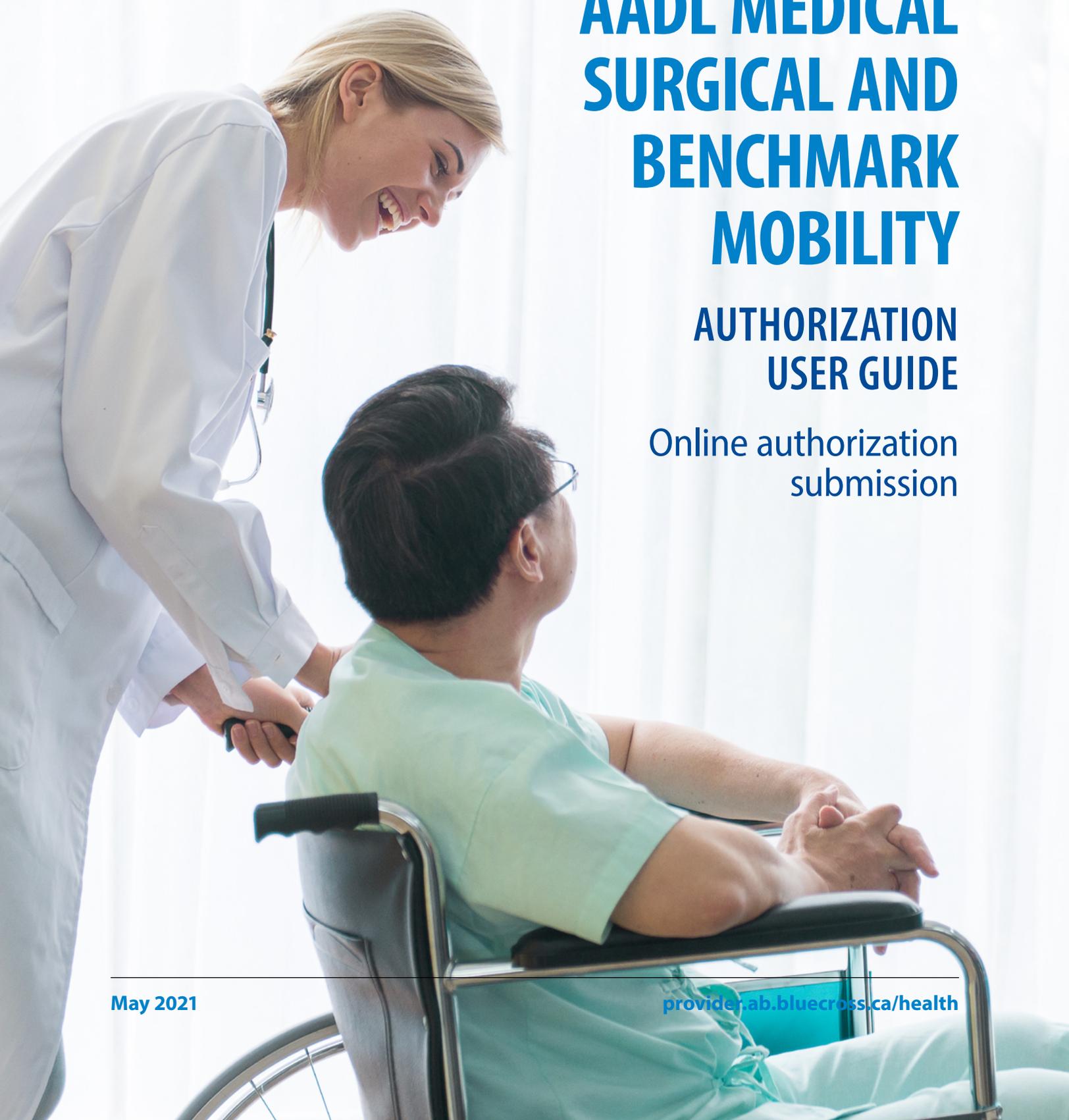




AADL MEDICAL SURGICAL AND BENCHMARK MOBILITY

AUTHORIZATION USER GUIDE

Online authorization
submission



AADL MEDICAL SURGICAL AND BENCHMARK MOBILITY BENEFIT PROGRAM—AUTHORIZATION USER GUIDE

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



Help

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

Registering for site access

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

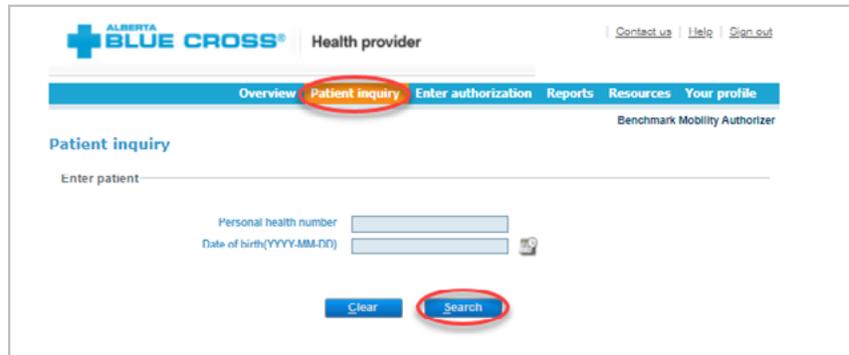
Authorizing online is quick, easy and secure!

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

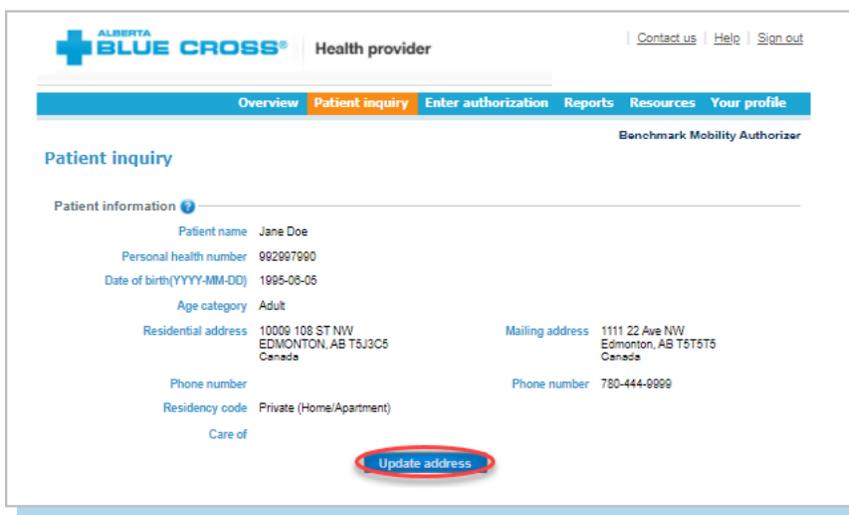


EASY STEPS TO ACCESSING THE PATIENT INQUIRY SCREEN

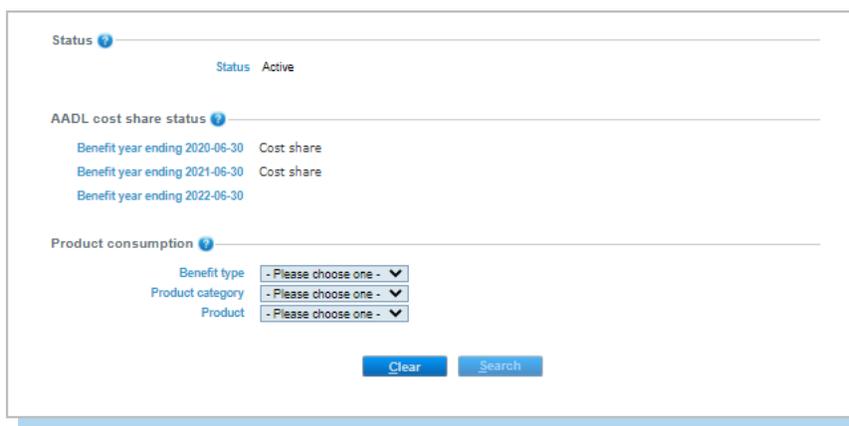
1. Navigate to the "Patient Inquiry" menu option and enter the patient's Personal Health Number and birth date. Then click "Search".



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
 - the patient's cost share status for the previous, current and future benefit year.



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

ALBERTA BLUE CROSS® Health provider | [Contact us](#) | [Help](#) | [Sign out](#)

Overview Patient inquiry Enter authorization Reports Resources Your profile

Benchmark Mobility Authorizer

Patient inquiry

Patient information ⓘ

Patient name	Jane Doe	
Personal health number	992997990	
Date of birth (YYYY-MM-DD)	1995-09-05	
Age category	Adult	
Residential address	10000 108 ST NW EDMONTON, AB T5J3C5 Canada	Mailing address 1111 22 Ave NW Edmonton, AB T5T5T5 Canada
Phone number		Phone number 700-444-9999
Residency code	Private (Home/Apartment)	
Care of		

[Update address](#)

Status ⓘ

Status Active

AADL cost share status ⓘ

Benefit year ending 2020-06-30	Cost share
Benefit year ending 2021-06-30	Cost share
Benefit year ending 2022-06-30	

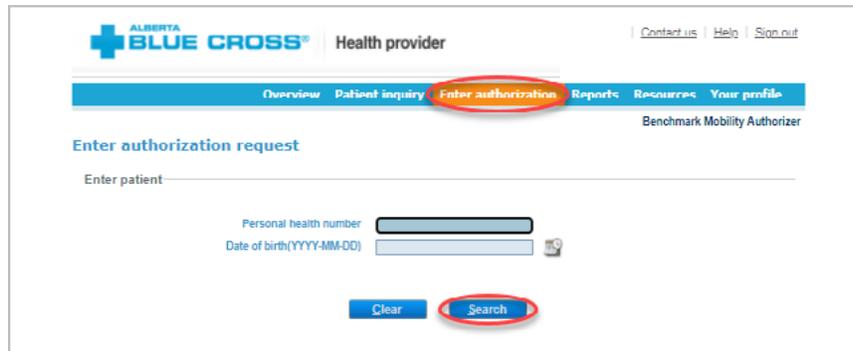
Product consumption ⓘ

Benefit type	- Please choose one - ▼
Product category	- Please choose one - ▼
Product	- Please choose one - ▼

[Clear](#) [Search](#)

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".



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

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

Enter authorization request

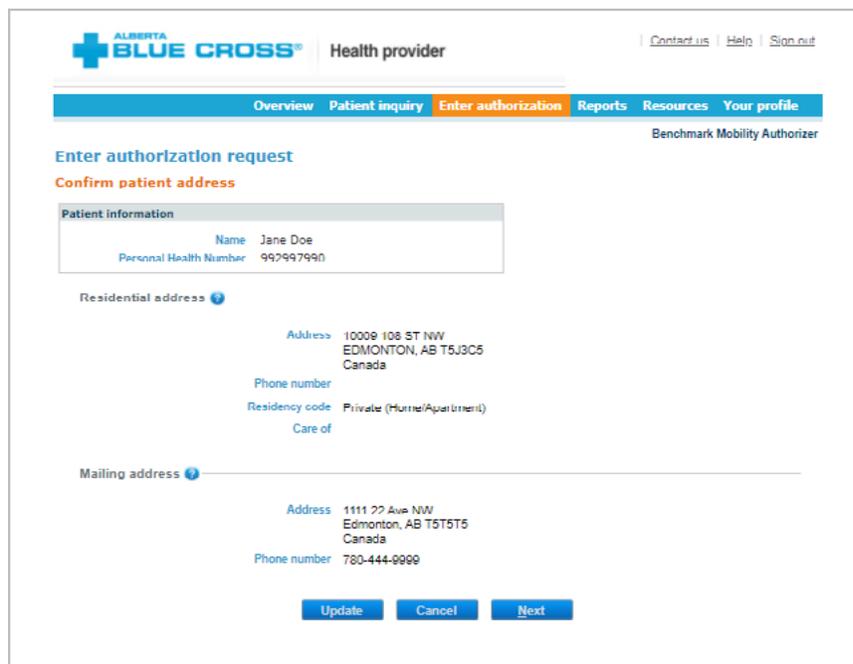
Enter patient

Personal health number

Date of birth(YYYY-MM-DD)

Clear Search

2. Confirm patient's 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** Reports Resources Your profile

Enter authorization request

Confirm patient address

Patient information

Name Jane Doe

Personal Health Number 997997990

Residential address

Address 10009 108 ST NW
EDMONTON, AB T5J3C5
Canada

Phone number

Residency code Private (Home/Apartment)

Care of

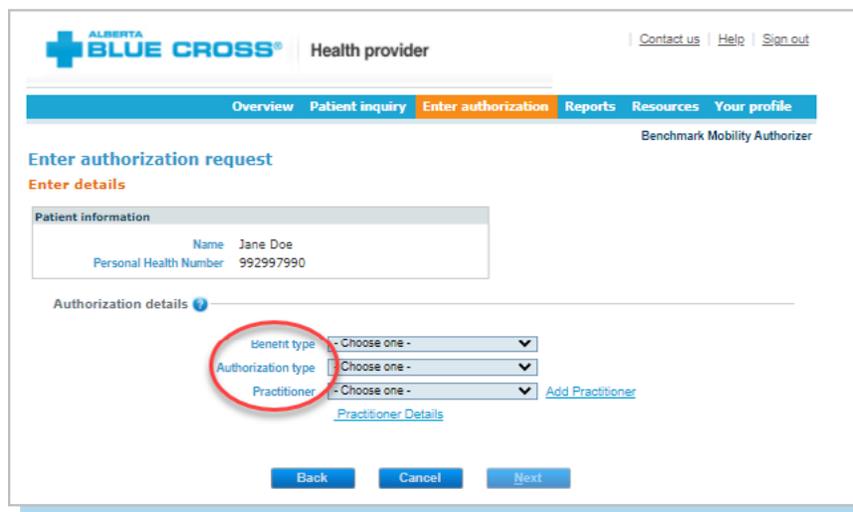
Mailing address

Address 1111 22 Ave NW
Edmonton, AB T5T5T5
Canada

Phone number 780-444-9999

Update Cancel Next

3. Select the "Benefit type", "Authorization type" and "Practitioner" for the authorization submission.



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

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

Enter authorization request

Enter details

Patient information

Name Jane Doe

Personal Health Number 992997990

Authorization details

Benefit type Choose one -

Authorization type Choose one -

Practitioner Choose one - Add Practitioner

Practitioner Details

Back Cancel Next

- You will be asked to answer questions to determine eligibility. All the questions that appear are mandatory and must be answered.

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

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

Enter authorization request Benchmark Mobility Authorizer

Enter details

Patient information

Name Jane Doe
Personal Health Number 992997990

Authorization details

Benefit type Benchmark Mobility
Authorization type Small Bathing & Toileting Equipment
Practitioner Benchmark Mobility Authorizer [Add Practitioner](#)
[Practitioner Details](#)

Additional information

Patient confirms they do not have coverage under other sources of funding (NHB, WCB, DVA, RCMP, Armed Forces, Corrections, MVAC), or private insurance that covers 100% of the benefit if cost share. Yes No

Authorizer has reviewed patient consumption history, active authorizations, and AADL approved product list limits, to confirm patient is eligible for the products and quantities listed. Yes No

- As prompted, enter any additional details specific to the product selected.

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

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

Enter authorization request Benchmark Mobility Authorizer

Enter details - Small Bathing & Toileting Equipment

Patient information

Name Jane Doe
Personal Health Number 992997990

Additional details

Assessment date

Clinical rationale

Patient weight (lbs)

- Once additional details have been provided, you can add provider comments that will be viewable by the vendor.

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

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

Enter authorization request Benchmark Mobility Authorizer

Enter details - Small Bathing & Toileting Equipment

Patient information

Name Jane Doe
Personal Health Number 992997990

Provider details

Provider comments (for display to vendor)

Product details

Product category - Please choose one -
Product - Please choose one -
Quantity

- Enter the product details by selecting the product category and product. Depending on the product selected, you may have to enter the following details when applicable: quantity, product end date, product manufacture, product model and body side.

The screenshot shows the 'Enter authorization request' form for 'Small Bathing & Toileting Equipment'. The 'Product details' section is highlighted with a red circle. It includes dropdown menus for 'Product category' and 'Product', a 'Quantity' input field with a value of 0, and an 'Add product' button. Navigation buttons 'Back', 'Cancel', and 'Next' are at the bottom.

- When all the information is completed, select "Add product". You'll see the product appear in the summary table.

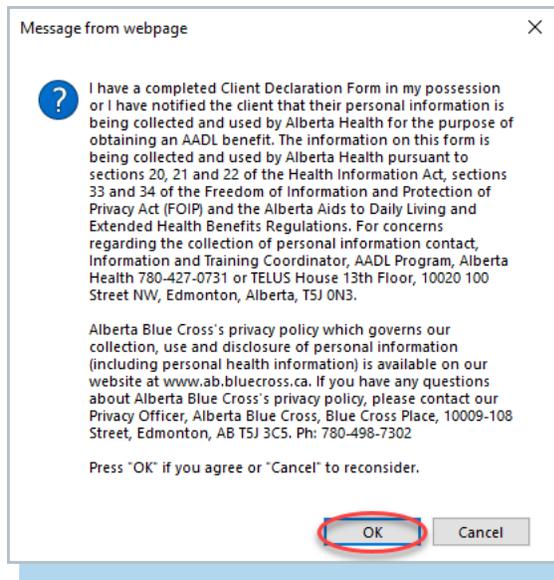
Repeat this step for each product being requested.

The screenshot shows the same form after clicking 'Add product'. The 'Add product' button is now disabled. A summary table at the bottom displays the added product: 'Transfer Tub Dench' with a quantity of 1. The table has columns for 'Product' and 'Quantity', and includes 'Modify' and 'Remove' links for each entry. Navigation buttons 'Back', 'Cancel', and 'Next' are at the bottom.

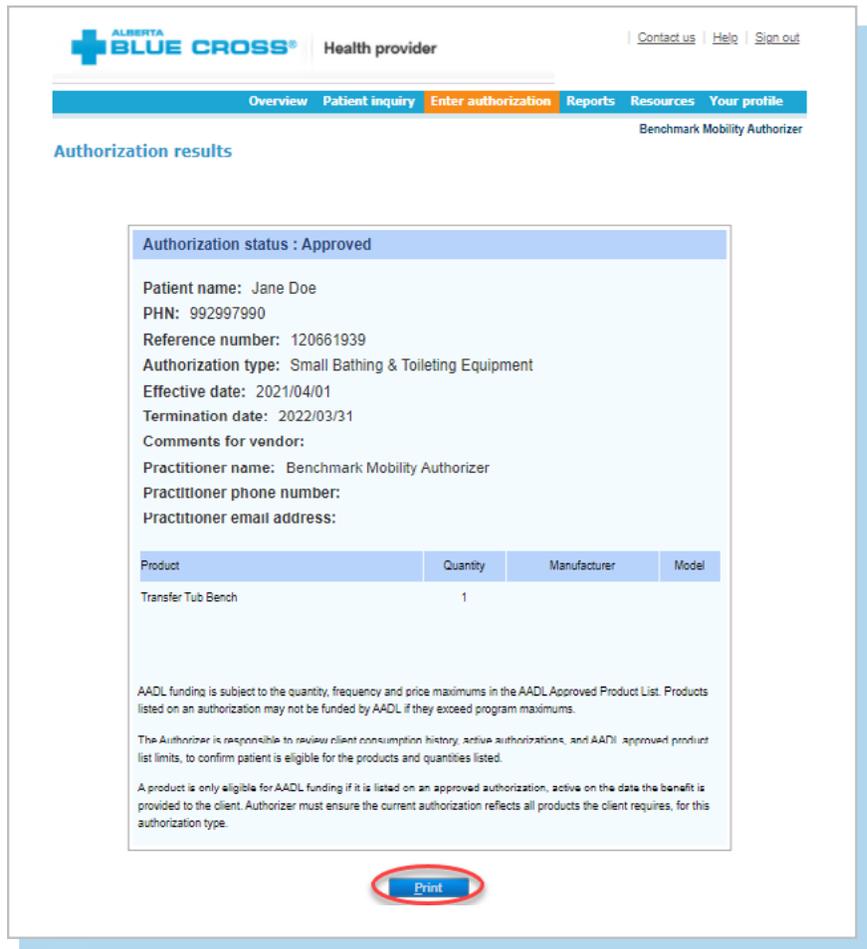
Product	Quantity
Transfer Tub Dench	1

- You'll be provided with a list of documents required for the specific authorization being requested. Mandatory documents will be indicated with a red asterisk. Select each box and provide the corresponding documentation.

- You will be asked to upload the documents that you have selected. These can be added individually or in a single file, depending on your records. Click "Choose File" 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 which that were 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.

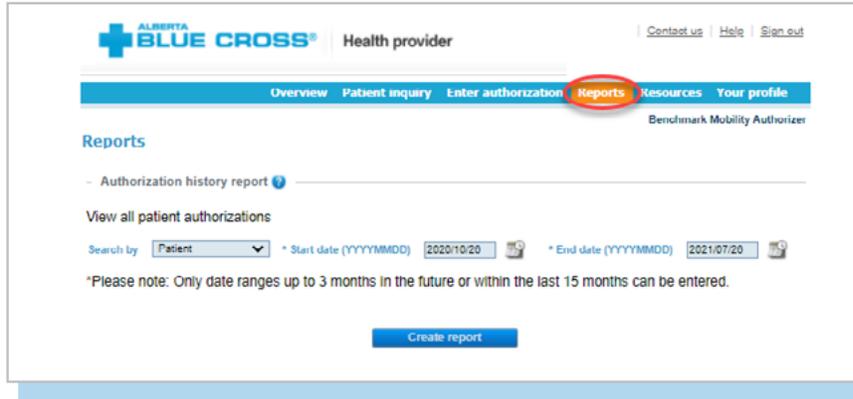


11. You will receive a confirmation from Alberta Blue Cross within seconds of your submission. This will indicate whether your authorization request has been approved, rejected or pended for further review.
12. A printable copy of the authorization results is available by clicking "Print".

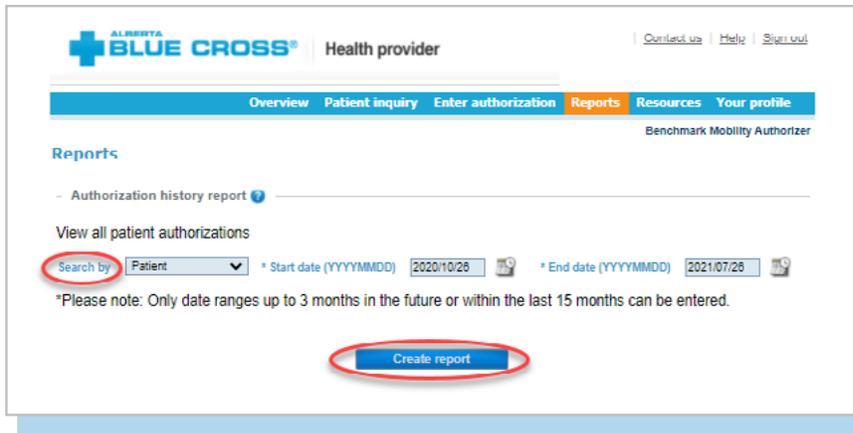


EASY STEPS TO ACCESS REPORTS

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

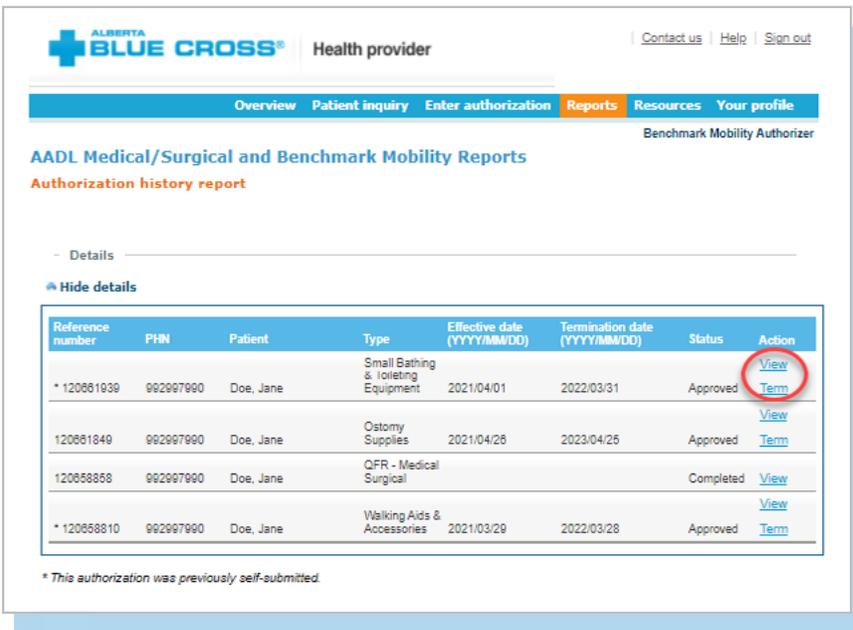


2. For an authorization history report by patient, select patient from the drop-down menu. Enter a start and end date for the authorization information you wish to display (up to a maximum of the last fifteen months and three months into the future), then click “Create report”.



3. Once the report is created, enter the patient’s Personal Health Number and date of birth.

- 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.
- To access a printable version of the authorization, click “View” in the summary table.
- To terminate an authorization, click “Term” in the summary table and, when prompted, provide a termination date and reason.



Please note: A patient can only have one authorization of each type at a time. If you would like to add a new product to an authorization you will have to terminate the existing authorization then create a new one with the products from both the terminated authorization (if still required) as well as any new products.

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

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

Benchmark Mobility Authorizer

Authorization results

Authorization status : Approved

Patient name: Jane Doe
 PHN: 992997990
 Reference number: 120661939
 Authorization type: Small Bathing & Toileting Equipment
 Effective date: 2021/04/01
 Termination date: 2022/03/31
 Comments for vendor:
 Practitioner name: Benchmark Mobility Authorizer
 Practitioner phone number:
 Practitioner email address:

Product	Quantity	Manufacturer	Model
Transfer Tub Bench	1		

AADL funding is subject to the quantity, frequency and price maximums in the AADL Approved Product List. Products listed on an authorization may not be funded by AADL if they exceed program maximums.

The Authorizer is responsible to review client consumption history, active authorizations, and AADL approved product list limits, to confirm patient is eligible for the products and quantities listed.

A product is only eligible for AADL funding if it is listed on an approved authorization, active on the date the benefit is provided to the client. Authorizer must ensure the current authorization reflects all products the client requires, for this authorization type.

[Print](#)

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

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

Benchmark Mobility Authorizer

AADL Medical/Surgical and Benchmark Mobility Reports

Authorization history report

Details

Hide details

Reference number	PHN	Status	Action
* 120661939	992997990	Approved	View Term
120661849	992997990	Approved	View Term
120658858	992997990	Completed	View
* 120658810	992997990	Approved	View Term

Alberta Blue Cross - Online Service for Health Providers

Authorization Termination

Termination date: 2021/04/26

* Termination reason: Choose one

Comments:

[Save](#) [Cancel](#)

* This authorization was provided by

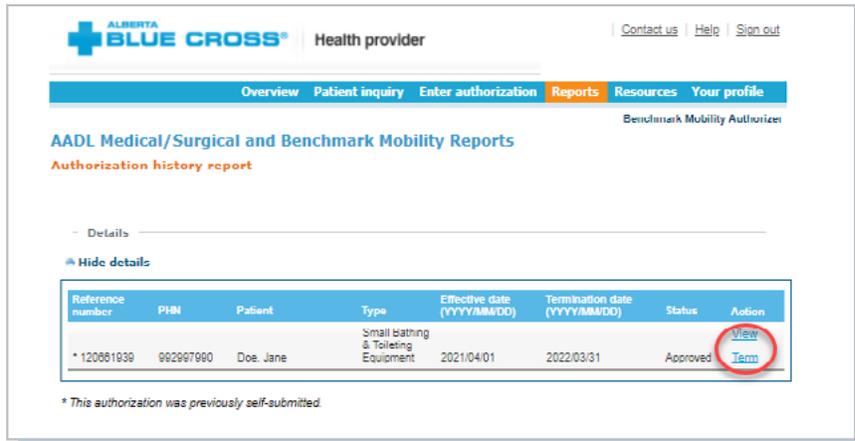
4. For an authorization history report by provider, select provider from the drop-down menu. Enter a start and end date for the authorization information you wish to display (up to a maximum of the last fifteen months and three months into the future), then click “Create report”.

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. To terminate an authorization, click “Term” in the summary table and, when prompted, provide a termination date and reason.

Please note: A patient can only have one authorization of each type at a time. If you would like to add a new product to an authorization you will have to terminate the existing authorization then create a new one with the products from both the terminated authorization (if still required) as well as any new products.



ALBERTA BLUE CROSS® Health provider | [Contact us](#) | [Help](#) | [Sign out](#)

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

Benchmark Mobility Authorizer

Authorization results

Authorization status : Approved

Patient name: Jane Doe
 PHN: 992997990
 Reference number: 120661939
 Authorization type: Small Bathing & Toileting Equipment
 Effective date: 2021/04/01
 Termination date: 2022/03/31
 Comments for vendor:
 Practitioner name: Benchmark Mobility Authorizer
 Practitioner phone number:
 Practitioner email address:

Product	Quantity	Manufacturer	Model
Transfer Tub Bench	1		

AADL funding is subject to the quantity, frequency and price maximums in the AADL Approved Product List. Products listed on an authorization may not be funded by AADL if they exceed program maximums.

The Authorizer is responsible to review client consumption history, active authorizations, and AADL approved product list limits, to confirm patient is eligible for the products and quantities listed.

A product is only eligible for AADL funding if it is listed on an approved authorization, active on the date the benefit is provided to the client. Authorizer must ensure the current authorization reflects all products the client requires, for this authorization type.

[Print](#)

ALBERTA BLUE CROSS® Health provider | [Contact us](#) | [Help](#) | [Sign out](#)

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

Benchmark Mobility Authorizer

AADL Medical/Surgical and Benchmark Mobility Reports

Authorization history report

- Details

[Hide details](#)

Reference number	PHN	Status	Action
* 120001939	992997990	Approved	View
120661940	007007900	Approved	Term
120666658	007007900	Completed	View
* 120658810	992997990	Approved	Term

Alberta Blue Cross - Online Service for Health Providers

Authorization Termination

Termination date: 2021/04/28

* Termination reason: - Choose one -

Comments:

[Save](#)
[Cancel](#)

* This authorization was prev

TECHNICAL INFORMATION

Using the Alberta Blue Cross AADL website, an Internet connection and your browser, you can submit authorizations 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, 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

The online claims 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.



provider.ab.bluecross.ca/health

**The Blue Cross symbol and name are registered marks of the Canadian Association of Blue Cross Plans, an association of independent Blue Cross plans. Licensed to ABC Benefits Corporation for use in operating the Alberta Blue Cross Plan. *† Blue Shield is a registered trade-mark of the Blue Cross Blue Shield Association. ABC 83847 2021/04