

Q&As – common questions from providers

Transition of the AADL hearing and communications benefits to Alberta Blue Cross®

July 2022

What is the process if a client is required to exchange their device?

If the exchange is within 60 days, the claim can be reversed in the portal and a new claim can be submitted. If the exchange is within six months, contact Alberta Blue Cross to complete a reversal. Once completed, you can proceed to submit a new claim through the portal.

Can authorizations be backdated?

According to AADL policy, an approved authorization must be in place prior to the client's fitting date. No backdating will be considered.

Can multiple users be signed into the system at the same time?

Yes; multiple users can be active in the system at the same time. For example, two or more physicians at the same clinic can use the system on their own computers simultaneously.

Is it possible for an authorizer to register for the site without providing payment information?

Yes; payment information is not required. The website form is the only component required to be completed if you will not be submitting claims; we provision the authorizer based on the information provided in this form.

Can providers separate payment claims according to location when all claims are paid into the same account?

Yes; to separate claims according to location, providers must simply ensure that each location has its own separate login ID. If all locations use a shared login ID, there is no way to separate the records.

Is a client's current AADL status available on the Alberta Blue Cross system?

Yes; the client's AADL cost share status will be listed for the previous, current and future benefit years. For full information on cost share, please refer to the cost share section in the applicable AADL policy manual. Please note that Alberta Blue Cross does NOT handle the cost-share exemption applications. If any questions are in relation to a client's application and the status of it, please contact AADL directly.

We are pleased to offer an enhancement by providing up-to-date cost share amounts in our pre-determination process. This will allow providers to collect specific amounts remaining on the patient's cost share, eliminating the requirement for refund cheques for overcollection.

It will be the provider's responsibility to ensure that they are collecting the correct cost share amount from the client.

Is a client's AADL product consumption history available on the Alberta Blue Cross system?

Yes; the client's product consumption can be viewed by selecting the benefit type, product category and product.

What are the expected turnaround times for authorization reviews?

Authorizations have been automated to provide real time results whenever possible. If an authorization requires manual review, there is no set turnaround time as it will be determined by the AADL. Although we cannot provide a specific timeframe, Alberta Blue Cross is committed to reducing delays by streamlining the processes.

What happens when a client switches to a new provider without notifying their old provider?

If a client switches to a new provider without notifying their previous provider, it may cause some confusion. Provider switches will require the collaboration of the patient, the old provider and the new provider to ensure that patient care is not affected.

