

# *Transition of the AADL prosthetic, orthotic and footwear benefits to Alberta Blue Cross®*

October 2021

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## **When will I have access to the provider portal?**

Access will be available on Monday, October 4, 2021.

## **When logging in to the provider portal, what provider type do I select?**

Select "Health" from the provider type drop-down menu.

## **Can we register as a clinic rather than an individual authorizer?**

Only individual registrations will be possible. You may give an office administrator access to your account if standard security protocols are followed. System users will get one password and username to use for all their worksites.

## **If we've already set up direct deposit as a vendor with Alberta Blue Cross, do we need to submit a new one?**

Yes; this is separate from other Alberta Blue Cross business. You will be prompted to enter your direct deposit information on first login.

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

Yes; the client's current AADL status will be listed, indicating if they are eligible for AADL or if coverage has ended.

## **Is a client's AADL cost-share status available on the Alberta Blue Cross system?**

Yes; the client's AADL cost-share status is listed for previous, current and future benefit years.

For full cost-share information, please refer to the cost-share section in the applicable AADL policy manual. We are pleased to offer an enhancement by providing up-to-date cost-share amounts in our predetermination process. This will allow providers to collect specific amounts remaining on the patient's cost share, eliminating the requirement for refund cheques due to overcollection. It is the provider's responsibility to ensure 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.

## **Will historical data be uploaded?**

Yes; we will obtain both authorization and claims history from AADL and upload the information to Alberta Blue Cross records.

**Do we have to submit the client declaration form only the first time or with every authorization for the same client?**

The client declaration form is a mandatory document for all authorization requests and must be included for any authorization submission; however, the same client declaration form can be used for multiple submissions as long as the client has not provided an end date for their consent. A valid client declaration form must be kept on file by each authorizer making an authorization request.

**When should I put in a request for an authorization to be terminated?**

A patient can only have one of each type of authorization at a time. If you would like to add a new product to an authorization, you will have to terminate the existing authorization and then create a new one with the new products and the products from the terminated authorization, if still required.

**Is there a spot for the authorizer to add an extra note, providing more information for another authorizer to view in the future?**

Yes, there are several points in the authorization that allow for notes. Some notes are directed and visible to the vendor and some are visible to other authorizers. However, the online health portal is not intended to be a long-term storage of clinical information.

**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 require the collaboration of the patient, the previous provider and the new provider to ensure that patient care is not affected.

**Will the Quantity Frequency Reviews (QFRs) be online?**

Yes; QFRs will be entered on the online health portal.

**If an authorization is expiring or coming up for renewal, will an email be sent to the authorizer?**

An email or notification will not be sent, but the authorizer or the vendor can check the authorization history report on the online health portal for information on authorization termination dates.

**After a claim is submitted, is a reference number provided?**

Yes; and the vendor can also enter an invoice number for their own records if they choose. The reference number is also available in the reporting section.

**Will batch claim submission be available? Will I need to update my software, such as Kroll, to submit claims?**

Claims submission is moving away from batch processes to a real-time system to ensure vendors have up-to-date client information, have claims adjudicated in real time with an instant response and know exactly how much cost share to collect from the client.

**Is the system able to catch duplicate claims?**

Yes; Alberta Blue Cross uses systems to capture duplicate claims and authorizations. It does so by comparing submitted claim dates to existing claim dates in the system.

### **How will product returns be handled? How do we reverse a claim or part of a claim and return payment to Alberta Blue Cross?**

The vendor can cancel a claim if it has not been submitted for reimbursement. If it has been submitted and the vendor has been paid, it can be reversed by contacting Alberta Blue Cross and the vendor will have a debt owed on their account.

### **Does this replace IVR?**

Yes; the Alberta Blue Cross online health portal will replace the IVR system for medical surgical and benchmark mobility benefits.

### **How will clients be informed of the new system change?**

The experience for clients should be seamless as nothing regarding their portion of the process should change. They will continue to work directly and closely with authorizers and vendors. Our communications are focused on the authorizers and vendors as this is an authorization and claim system.

### **Is there a set product quantity period and price?**

The quantity period and price will depend on the product selected. Please refer to the AADL Approved Product List (APL) for the up-to-date information.

### **Is there still an AADL code attached or just a general description of the product?**

The products and services are grouped into product categories that will match the APL listing and the product name will match what is displayed in the APL.

### **How are upgrades handled with this system? Pricing is different with each vendor—are we able to have vendor specific pricing?**

Upgrades happen at point of sale. There will be maximum prices built into the system based on the maximum amount that AADL will contribute. The vendor will enter the total amount claimed and the upgrade charge will be noted on the claim statement.

### **Will we still get updates on changes to pricing?**

Yes; vendors will continue to get updates on any changes to policy or the APL.

### **Does the system change reflect that cost share has been met when someone has reached their yearly maximum in terms of cost share?**

Yes; Alberta Blue Cross gets updates regularly to ensure the cost-share amount is accurate and this is reflected in the real-time system.

### **What is the process to apply for cost- share exemption? Can we submit a cost share exemption form through the portal?**

The cost-share exemption process will remain the same. The forms will be available on the AADL and Alberta Blue Cross websites. Forms need to be completed and sent to AADL for processing. The form can be mailed, faxed or sent by encrypted email from Alberta Health Services.

The patient inquiry screen will display the cost-share status for the previous, current and future years, if the information is available. It will not contain information on the status of applications.

