
Alberta Health

**Alberta Aids to Daily Living
Small Bathing and Toileting Benefits**

Policy & Procedures Manual

June 21, 2021

Classification: Public



Revision History

Description	Date
Updated throughout to reflect transition to Alberta Blue Cross	June 21, 2021
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Policy B-03: Added details to stress importance of authorization in home.	April 1, 2013
Policy B-04: Minor wording changes.	April 1, 2013
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Policy B-08: Deleted (not currently done) special instructions requirement.	April 1, 2013
Policy B-09: QFR process updated to reflect changes.	April 1, 2013

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Policy B – 01

Small Bathing and Toileting Benefit Description

AADL provides funding for small bathing and toileting equipment for AADL clients with chronic, long-term difficulties in ambulating and mobility to enhance their independence in the self-care activities of bathing and toileting, increase safety during these activities and prevent the need for a higher level of care.

Best practice supports the use of bathing and toileting aids to increase safety outcomes.

Small bathing and toileting benefits include raised toilet seats, toilet armrests, toilet safety frames, stationary commodes, bathseats, bathbenches, transfer boards, and grab bars. See B Approved Product List (APL) for details.

AADL uses a benchmark model to fund large bathing and toileting benefits found on the B APL. See Policy B-10 for the definition of a benchmark model.

Products and pricing on the APL are reviewed annually and are subject to change by AADL at any time during the year.

Small bathing and toileting benefit authorizations are processed through the Alberta Blue Cross Online Health Portal.

AADL Approved Manufacturers are listed on the B-APL for specific benefits. Manufacturers may apply to become an AADL Approved Manufacturer at any time.

Small bathing and toileting benefits are considered owned by the AADL client once the funding is released to the client's vendor.

A client may enter into a rental agreement with a small equipment vendor for temporary or short-term use of this type of equipment. AADL does not reimburse clients for rental charges associated with temporary, short-term use of small bathing and toileting equipment.

Policy B – 02

Eligibility Criteria

Policy Statement

The Eligibility Criteria Policy assists clients, guardians, authorizers and vendors in identifying eligibility to access small bathing and toileting benefits.

Clients must meet general eligibility requirements found in AADL General Policies and Procedures on-line at: <https://open.alberta.ca/publications/aadl-program-manual-gn>. A client's eligibility for small bathing and toileting benefits must be determined by an AADL authorizer prior to authorization.

Pediatric and adult clients may access small bathing and toileting benefits.

AADL provides funding for **bathing and toileting aids** for clients who meet all the following criteria:

1. The client has a chronic, long-term mobility impairment;
2. The client's weight falls within the weight limits of the equipment;
3. The client has no other benefit for bathing and/or toileting function with the exception of incontinence supplies; and
4. The client's residence is in a self-contained home/apartment or Supportive Living Level 2 in a congregate living site.

Eligibility for the **Complex Bathseat** benefit on the APL includes all the following:

1. The client has severe contracture(s) with bony structural deformities;
2. The client is unable to maintain safe sitting posture even for brief period; and
3. The client is unable to shower using a tilt commode with head support, and padded pelvic and chest support.

AADL does not provide funding for bathing and toileting equipment for:

- Short-term or fluctuating needs such as post-acute care when acute rehabilitation is not completed.
- Use in acute care or sub-acute facilities. The equipment may be ordered as part of a definitive discharge plan when the client is returning to the community.
- Options chosen for personal preference or not clinically indicated.
- Clients in congregate living sites under Supportive Living (Level 3 and 4) or Long Term Care.

AADL provides a limited number of bathing and toileting benefits per eligible client based on current best practice and expected use. See the Small Bathing and Toileting Benefits APL for specific limits.

Procedure

Authorizers:

1. Confirm client meets AADL general eligibility for benefits.
2. Confirm clients' previous benefit consumption:
 - Refer to the Small Bathing and Toileting Benefits APL for quantity limits at: <https://open.alberta.ca/publications/aadl-program-manual-b>
 - Refer to the patient inquiry screen on the Alberta Blue Cross Online Health Portal and check product consumption
 - Refer to Policy B-07 Quantity and Frequency Limits for clients who are over quantity/frequency limit.
3. Inform clients of their eligibility status.

Clients:

1. Confirm eligibility with authorizer.
2. Sign client declaration form.

Vendors:

1. Check clients' previous benefit consumption:
 - Refer to the Small Bathing and Toileting Benefits APL to determine quantity limits for each bathing or toileting benefit at: <https://open.alberta.ca/publications/aadl-program-manual-b>
Refer to the patient inquiry screen on the Alberta Blue Cross Online Health Portal (OHP) review client's benefit consumption history and confirm they are eligible for the benefit.
 - Refer to Policy B-07 Quantity and Frequency Limits for clients who are over quantity/frequency limit.

Alberta Blue Cross

1. Responds to telephone or email requests for information on bathing and toileting benefits eligibility; and provides reference to the AADL website for further information at: <https://open.alberta.ca/publications/aadl-program-manual-b>
2. Adjudicates authorizations submitted through the Online Health Portal.

Policy B - 03

Authorizer Qualifications

Policy Statement

The Authorizer Qualifications Policy facilitates accountability and transparency.

AADL accepts applications from Occupational Therapists (OTs), Physiotherapists (PTs) and Registered Nurses (RNs) who meet the general eligibility set out in Policy GN-03 Application to be an Authorizer in the AADL General Policy and Procedure Manual at:

<https://open.alberta.ca/publications/aadl-program-manual-gn>

Small Bathing and Toileting Benefits are considered a primary product range for OTs, PTs and RNs as set out in Policy GN-03. See policy for further explanation on Primary and Secondary Product Ranges.

Authorizers and assessors must be competent in assessments and related interventions for bathing and toileting functions. Knowledge on the purpose of the various options and features on bathing and toileting equipment is necessary.

Procedure

Authorizer Applicants:

1. Confirm eligibility.
2. Complete the authorizer application form at:
<https://formsmgmt.gov.ab.ca/Public/AADL2218.xdp>
3. Complete the requisite authorizer training.
4. Authorize once approved by AADL in accordance with policies and procedures.

AADL:

1. Provides authorizer on-line pre-requisite training module.
2. Provides training for primary product ranges.
3. Monitors authorizer activities and determines compliance with policies and procedures.

Policy B – 04

Authorization Process

Policy Statement

The Authorization Process Policy promotes effective and efficient authorization of benefits.

Small Bathing and Toileting benefit authorization includes the assessment, equipment trial and the submission of a valid authorization on the Alberta Blue Cross Online Health Portal (OHP).

Authorizers must adhere to the general policies and procedures for authorizing AADL benefits and follow the AADL procedure for authorizing small bathing and toileting benefits.

Whenever possible, authorizers should access loaner programs for bathing and toileting equipment for palliative clients to reduce client costs associated with cost share.

Assessment:

Assessments for small bathing and toileting benefits funded by AADL must be completed and documented by an OT, PT or RN trained in interventions related to basic bathing and toileting activities.

Assessments must be in the client's home environment. As an alternative, a simulated home environment may be used if able to replicate. The mode of transporting the equipment should be considered. Equipment which has been purchased by AADL and is found to be inappropriate for the client's home is not replaced by AADL.

The assessment date is the date the full assessment, including equipment trial is completed, rather than when the assessment started.

Equipment Trial:

Equipment must be from an Approved Manufacturer when indicated on the B APL that meets the generic description.

Small bathing and toileting benefit vendors will provide equipment for trial purposes with the client and healthcare assessor on site. The authorizer may permit the vendor to determine the final choice between two similar products in the client's home in situations where a healthcare assessor has provided a choice of two products that meet the client's clinical needs. The authorizer must follow up with the client to ensure client satisfaction.

For infection control, raised toilet seats are trialed with the use of gloves and plastic barriers; bath benches and commodes are dry run trials only.

Authorization Submission:

Authorizations are entered on the Alberta Blue Cross Online Health Portal after the client's product consumption history has been reviewed to confirm eligibility for the benefit.

All authorizations for small bathing and toileting benefits expire when the benefit has been provided to the client and the associated vendor claims have been processed or within a year of the assessment date.

Procedure

Authorizers:

1. Confirm client eligibility for benefit including residence and past consumption. Refer to Policy B-02 Eligibility Criteria – Small Bathing and Toileting Benefits.
2. If benefit requested is over frequency limit, complete Quantity and Frequency Request (QFR) authorization on the OHP and upload relevant documents. Refer to Policy B-06 - Quantity and Frequency Limits.
3. Assess client or review assessment if assessor is not the authorizer. Client assessment must be completed in home or simulated home environment.
4. Provide client with choice of vendors per list of AADL Approved vendors. Policies for trialing equipment from vendors should be explained to the client.
5. Arrange for trial equipment with the vendor.
6. Trial equipment to ensure it is appropriate for client **in their environment or in a simulated environment**. Consider ability to move equipment in/out of bathtub or through doorways as appropriate. Review care and maintenance with client and/or caregiver.
7. Document assessment details and clinical rationale to support the provision of the small bathing or toileting benefit(s). This must be kept in the client's file and submitted to AADL upon request. Ensure the client understands any costs that may incur. See Benchmark Price and Upgrade Costs under B-10 Definitions.
8. Determine where equipment is to be delivered and arrange for follow-up as appropriate.
9. Complete Authorization on OHP and submit. Include criteria-related information to assist AADL in establishing client's eligibility as indicated on the APL. **Include benefit catalogue number.**
10. Have client sign declaration form.

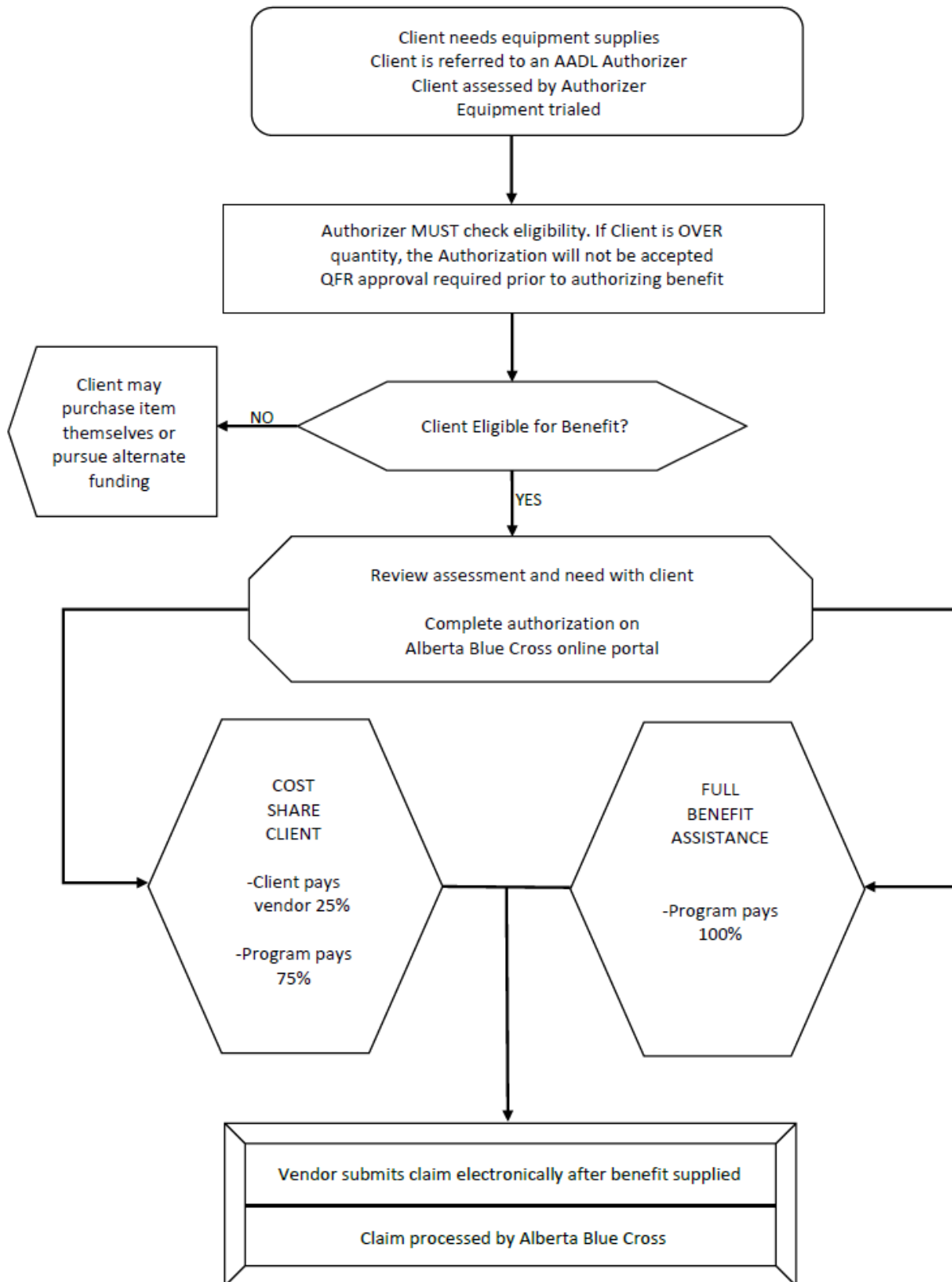
Clients:

1. Fully participate in assessment.
2. Comply with trialing protocol - dry run only, do not sit on bathing/toileting aid with exposed skin.
3. Return equipment to AADL approved vendor after trial is over.
4. Sign declaration form signifying agreement and understanding.

Vendors:

1. Provide trial equipment as requested by the Authorizer.
2. Follow infection control practices during trial.
3. Check for authorization on the OHP and confirm eligibility by referring to client's consumption history.
4. Proceed to providing benefit. See Policy B-06: Providing Small Bathing and Toileting Benefits.

Authorization Process Flow Chart for “B” Benefits



Policy B – 05

Vendor and Trained Provider Criteria

Policy Statement

AADL Approved Small Bathing and Toileting Benefit Vendors must meet the following criteria:

- Meet AADL's general vendor criteria as outlined in the General Policy and Procedures Manual.
- Adhere to benchmark pricing as outlined in the General Policy and Procedures Manual.
- Vendors are to provide warranty service for any product provided through AADL funding.

Product/Equipment:

- Stock on site a minimum of :
 - a choice of two (2) different manufacturers' products for each of the following groupings: bathseats, transfer tub seats, wall/tub grab bars, raised toilet seats and stationary commodes.
- At least one product from each grouping must be on display and fully assembled.
- Vendors must carry common replacement parts including suction/rubber tips for the products they carry.
- AADL Vendors must ensure bathing and toileting benefits provided through AADL funding meet all quality standards set out in the APL.

Trained Provider Qualifications:

- Ensure staff are educated on AADL Policies and Procedures as stated in the most current AADL Program Manual, APL, and updates.
- Ensure staff have the necessary expertise related to the provision of AADL benefits and associated invoicing and business processes.

Policy B – 06

Providing Small Bathing and Toileting Benefits

Policy Statement

The Providing Small Bathing and Toileting Benefits Policy promotes effective and efficient provision of benefits.

Providing Small Bathing and Toileting Benefits includes an equipment trial with the client, providing the equipment, fitting the equipment to the client, documenting, client billing and claims.

AADL Vendors must have an agreement with AADL and Alberta Blue Cross to provide Small Bathing and Toileting Benefits.

AADL Vendors must ensure bathing and toileting equipment provided through AADL funding meet all quality standards set out in the APL.

AADL uses a benchmark pricing model for small bathing and toileting benefits. The AADL vendor must offer the AADL client equipment for a price equal to or below benchmark prices on the APL.

Clients must be advised that they should purchase insurance to cover the cost of replacements should the equipment be lost, stolen, or damaged. AADL does not replace lost, stolen or damaged equipment.

Clients are responsible for repairs and maintenance of all the small bathing and toileting benefits. See Wear and Care under Policy B-08 Ownership and Responsibilities.

Vendors must be able to provide common replacement parts for AADL funded equipment they carry.

Procedure

Authorizers:

1. Arrange follow-up to ensure the bathing or toileting aid is of benefit to the client.
2. Complete **documentation**, including:
 - Client able to perform toileting/bathing function with aid.
 - Client provided with and understands instructions on wear and care of bathing or toileting aid.
 - Client informed of recommendation to purchase insurance to cover equipment in case of loss, damage or theft.
 - Client satisfaction with fit.

Clients:

1. Clients (or their guardian/trustee) pay the cost-share portion (unless exempt) directly to the vendor for selected equipment.
2. Receive bathing or toileting aid and confirm satisfaction that the equipment fits and meets specifications.
3. Understand responsibility for the care and maintenance of the equipment as equipment is not replaced due to damage outside of normal wear and care.

Vendors:

1. Provide bathing or toileting aid and confirm equipment meets specifications as authorized.
2. Provide written instructions on bathing or toileting aid's wear and care.
3. Document client satisfaction and/or person and designation of person accepting responsibility for client satisfaction of the equipment.
4. Confirm eligibility for the benefit prior to providing on the Alberta Blue Cross Online Health Portal.
5. Enter on the claim on the OHP claim on the day it is provided to the client (service date).

Alberta Blue Cross:

1. Conducts audits on authorizers' and vendors' compliance with policy and procedures for quality assurance and accountability purposes.
2. Audits charges on claims for equipment submitted by vendors and pays vendor claims.

Policy B – 07

Quantity and Frequency Limits

Policy Statement

The Quantity and Frequency Limits Policy for Small Bathing and Toileting Benefits ensures transparency, consistency and accountability.

AADL sets annual limits on the number of small bathing and toileting benefits equipment funded per eligible client based on current best practice and expected wear. See the APL – Small Bathing and Toileting Benefits for specific limits at: <https://open.alberta.ca/publications/aadl-program-manual-b>

AADL will fund one benefit per function; duplicate benefits are the responsibility of the client. For example if a client has a raised toilet seat, they are not eligible for a commode.

Small bathing and toileting equipment will only be replaced when:

- The equipment has been maintained and has been used as designed (normal wear); and
- The current equipment was ordered for long-term needs; and
- The client's condition has changed and the current equipment no longer meets the clinically-assessed basic need.

A Quantity and Frequency Request (QFR) authorization is submitted on the Alberta Blue Cross Online Health Portal. The following documents must be uploaded:

- QFR Request Form.
- Other supporting documentation.
- Client declaration.

AADL **does not replace** equipment for any of the following reasons:

- Equipment was lost, stolen, misused or damaged.
- To accommodate renovation changes or voluntary moves.
- Client preference.

Procedure

Authorizers:

1. Explain QFR policy and process to client, ensuring client and/or caregiver understands.
2. Pursue alternate funding, such as private insurance, prior to requesting additional funds from AADL.

Clients:

1. Maintain care of the small bathing and/or toileting equipment to prolong life of benefit provided through AADL and to prevent need for premature replacement of benefit.
2. Pursue alternate funding sources prior to requesting additional funds from AADL.
3. Consult with AADL authorizer when replacement of AADL equipment is required.
4. Ensure replacement equipment authorized meets their basic need during trial and when delivered.
5. Seek alternate funding for equipment needs that fall outside the quantity and frequency limits.

Vendors:

1. Identify clients who require a QFR to replace a bathing or toileting aid funded by AADL. Refers these clients to an AADL authorizer for reassessment.
2. Educate client on wear and care of equipment, and availability of maintenance parts to prolong life of benefit and prevent need for early replacement.
3. Prevent need for QFRs by replacing or repairing equipment when under warranty or when it is cost effective. See Policy B-10 Definitions: Cost Effective Repairs.
4. Provide AADL funded replacement equipment to client when valid authorization has been confirmed.

Alberta Blue Cross

1. Receives and log QFR requests.
2. Forwards QFR requests to AADL for adjudication.
3. Updates QFR status on the OHP which can then be viewed on the provider portal.
4. Notification of the decision will be sent to the client and authorizer.

Policy B – 08

Ownership and Responsibility - Repairs and Maintenance

Policy Statement

AADL provides clear and consistent guidelines and procedures for responsibilities related to maintaining and repairing AADL funded large bathing and toileting equipment to ensure transparency, consistency and accountability.

Small bathing and toileting equipment funded by AADL is owned by the client.

Clients (family/guardian/trustee) are responsible to keep their AADL-funded equipment in good, safe working order through regular maintenance and repairs according to manufacturer recommendations.

Clients are responsible for the costs of maintenance and repairs outside warranty. Warranty periods are listed in the AADL APL at: <https://open.alberta.ca/publications/aadl-program-manual-b>

AADL Small Bathing and Toileting Benefits Vendors provide warranty and repair on AADL-funded equipment.

Government funded equipment is **never to be resold** by a client, authorizer, or vendor. Once the client no longer requires the equipment, it may be donated to a community organization or individual in need.

Procedure

Authorizers:

1. Ensure client understands responsibility for care and maintenance of AADL-funded equipment.
2. Advise clients to keep a record of the initial invoice from the vendor as well as any maintenance and repairs to equipment.

Clients:

1. Request information and/or equipment manual from vendor to become familiar with warranty, maintenance and repair recommendations from manufacturer.
2. Ensure reasonable care and maintenance of AADL-funded small bathing and toileting equipment.
3. Accept responsibility to obtain insurance in case of damage or loss of equipment.

Vendors:

1. Review or provide written instructions for care and maintenance of AADL-funded small bathing and toileting equipment with clients. Provide manufacturer manual as available.
2. Educate client on wear and care of equipment, and availability of maintenance parts to prolong life of benefit.
3. Replace or repair equipment under warranty without cost to AADL.
4. Assist client in determining when equipment is no longer economical to repair based on AADL standard formula – repair should cost less than 50% of cost of equipment purchased new.
5. If not cost effective to repair, advise client to get reassessed by an AADL authorizer for a replacement piece of equipment.

Policy B – 09

Refusal of the Equipment

Policy Statement

AADL provides a Refusal of Equipment Policy to ensure transparency and accountability.

Clients who refuse equipment are not eligible for AADL funding for another bathing and toileting benefit for a minimum of six months. By signing the Declaration form, the client acknowledges they are prepared to accept the equipment that was authorized and ordered for them. During the authorization process, the client agrees to trial the equipment and ensures their home and living situation accommodates the equipment.

Clients and/or authorizers must notify the vendor as soon as unforeseen problems arise and the equipment is no longer appropriate for the client. If the equipment has not yet been delivered to the client, the vendor may agree to place the equipment back in their inventory with no charge to AADL or the client. In that case, the authorization form must be cancelled by the authorizer.

Clients who request funding for the benefit after refusing the same type of benefit must submit a letter explaining the circumstances of their refusal and assurance that they will accept the second authorized benefit. The client must also agree to accept any costs associated with providing the benefit a second time, including any cost-share fees.

The authorizer must submit a QFR on behalf of the client who refused the equipment.

Clients who refuse to accept equipment a second time will not be eligible again for that benefit.

Procedure

Authorizers:

1. Advise client of the consequences of equipment refusal.
2. Complete a Quantity and Frequency Request authorization on the Alberta Blue Cross Online Health Portal (OHP) for the item and upload the letter from the client (family/guardian/trustee) as supporting documentation.
3. If client requests the same benefit be authorized that was refused previously, obtain letter from client/family explaining circumstances and providing assurances described in policy above.
4. Complete Quantity and Frequency (QFR) form, attach client letter and submit on the OHP which will be directed to AADL for review.

Clients:

1. Pursue alternate funding resources for equipment previously refused, prior to requesting funding from AADL.
2. Participate in reassessment with authorizer.
3. Write letter describing circumstances and providing assurances as described above.
4. Agree to accept costs associated with receiving the equipment.

AADL:

1. Receives the QFR and supporting documentation and reviews the circumstances around the refusal of the equipment
2. Adjudicates and provides decision to Alberta Blue Cross.

Alberta Blue Cross:

1. Updates OHP with decision and sends notification to the client and the authorizer.

Policy B – 10

Definitions

Approved Products List (APL)

The APL is a document on the AADL website outlining the products AADL provides funding for. Only products listed on the APL are available through AADL.

Benchmark Pricing

AADL provides a generic description of a benchmark benefit and sets the benchmark price as the maximum price AADL will fund for any product that fits the generic description. The benchmark prices for small bathing and toileting benefits are listed under the column Price Maximum in the APL. Vendors must provide at least one item at or below benchmark price.

Community Recycle

AADL-funded equipment identified as community recycle may be recycled within the community. The client may donate the equipment to another client, local community recycle pool or facility once it is no longer needed. It may never be resold.

Cost Effective Repairs

Repairs are considered cost effective when the cost of the repair does not exceed 50% of the cost to replace the entire bathing or toileting device.

Equipment Trial

An equipment trial is a trial that involves the assessor, client and caregiver when appropriate. The equipment is trialed to ensure the one chosen is appropriate. A trial must include accessing environments where the equipment will be used such as the bathroom and bedroom. Simulated environments are accepted. Trial equipment is provided by AADL Small Bathing and Toileting Benefits Vendors.

Palliative Client

A client is deemed palliative if in the end stage of a terminal illness (six months or less to end of life). Care is considered compassionate and focused on symptom relief.

Upgrade Costs

Upgrade is the term used to describe any costs for benefit features or options that are not covered by AADL and are the responsibility of the client. Cost share portions are not considered part of the upgrade cost. Upgrades are over and above cost share.

Valid Authorization

An authorization is considered valid when information submitted to Alberta Blue Cross is complete and the client declaration form is signed and submitted all necessary clinical rationale is documented, the client meets the relevant eligibility criteria, and any requisite prior approval has been provided.