

# Alberta Health

## **Alberta Aids to Daily Living Breast Prosthesis Benefits**

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### **Policy & Procedures Manual**

June 21, 2021

**Classification: Public**



## Revision History

Description	Date
Updated throughout to reflect transition to Alberta Blue Cross	June 21, 2021
Updated links	April 1, 2019
Policy D – 06: Updating Approved Manufacturers List	March 1, 2019
Policy D – 04: Updating Training Certification	November 1, 2017
Policy D-05 Specialty Supplier Role and Responsibilities added	November 1, 2017
Overall wording changes and clarifications	November 15, 2015
Overall manual formatting revisions, including updating of all policy numbers.	June 1, 2013
Replaced term “mastectomy” with “breast” throughout.	June 1, 2013
Policy D – 03: under specialty suppliers, added requirement for client to sign client declaration form.	June 1, 2013
Policy D – 04: under AADL, added further steps if QFR denied.	June 1, 2013
Policy D – 05: added further explanation to “certified breast prosthesis fitter”	June 1, 2013
Policy D – 05: under AADL, deleted extension of expiry dates.	June 1, 2013

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# Policy D – 01

## Breast Prosthesis Benefits Background

### Policy Statement

AADL provides funding for full breast prosthesis, partial breast prosthesis and a fitter fee for eligible clients.

AADL uses a benchmark model to fund breast prosthesis benefits. 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.

Specialty suppliers must provide at least one item at or below benchmark price.

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

Breast prosthesis benefit authorizations are processed through the Alberta Blue Cross Online Health Portal. AADL Approved Manufacturers are listed on the approved product list. Manufacturers may apply to become an AADL Approved Manufacturer at any time.

# Policy D - 02

## Eligibility Criteria

### Policy Statement

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>

Eligible clients must have had surgical removal of breast tissue; or structural deformities due to the uni/bilateral absence of breast development.

The authorization for breast prosthesis' does not expire, however clients must be assessed every three years in order to qualify for replacement of this benefit.

The AADL Program does not provide benefits to clients:

- in acute care facilities (general hospitals).
- in Mental Health Hospitals.
- for provisional intervention (i.e., a client waiting for reconstructive surgery).
- for pre- or post-operative use.
- for cosmetic or recreational purposes, including swimwear prosthesis.
- for breast enhancements.
- for psychological purposes.

### Procedure

#### Clients:

1. Access the AADL website for a list of approved specialty suppliers.
2. Visit a specialty supplier for a fitting.
3. Pay cost-share contribution and upgrade costs, if applicable.
4. Sign the Breast Prosthesis Fitter's Specialty Suppliers form and client declaration form to indicate agreement and acceptance of the product provided.

**Specialty Assessor/Suppliers:**

1. Determine client eligibility.
2. Have client sign Client Declaration form.
3. Prior to entering authorization, confirm client eligibility by referring to the patient inquiry screen, client consumption history on the Alberta Blue Cross Online Health Portal (OHP).
4. Specialty Assessors/Suppliers **must** ensure that the client does not have an active authorization prior to starting a new authorization. Check the Authorization History report on the OHP for any active authorizations.
5. If a client changes from a single to bilateral prosthesis, the assessor will need to terminate the first authorization if it is active and create a new authorization and enter the information for a bilateral prosthesis.
6. Ensure that the Breast Prosthesis Fitter's Specialty Suppliers form is filled out to completion
7. Only provide the breast prosthesis to the client once the client signs the declaration portion of the Breast Prosthesis Fitter's Specialty Suppliers form accepting the product.
8. Record on the client's file and on the specialty supplier's fitters form if the client is unilateral or bilateral.
9. Enter the claim on the OHP on the day the benefit is provided to the client (service date) in order to keep the clients cost share status updated in the ABC system

# Policy D - 03

## Quantity and Frequency Limits

### Policy Statement

The quantity and frequency for each breast prosthesis is every three (3) years. The prosthesis is not replaced automatically every three years but is only replaced when required based on the assessment.

AADL considers early replacement when there is a change in the client's clinical condition (for example, significant weight gain or loss).

Specialty assessors/suppliers must submit a Quantity and Frequency Request (QFR) authorization on the Alberta Blue Cross Online Health Portal (OHP) for benefit requests over the frequency limit.

A Quantity and Frequency Request (QFR) authorization is submitted on the OHP.

### Procedure

#### Specialty Assessors/Suppliers:

1. Advise client of quantity and frequency limits.
2. Assess client's clinical needs and provide clear documentation of the client's:
  - Change in clinical condition (for example, the specialty supplier must provide the amount of weight change and confirm the client's weight has been stable for at least six months. Weight stabilization must be indicated in the QFR request.
  - The size of the existing prosthesis and the new size required.
  - Complete a Quantity and Frequency Review request on the OHP if the clinical rationale supports the request. The following documents must be uploaded:
    - QFR Request Form.
    - Other supporting documentation.
    - Client declaration.

3. Do not complete a QFR form if there is no clinical evidence to support the request **and** advise the client that they are responsible for the cost of any prosthesis that they may choose to order.

#### **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.

#### **AADL:**

1. Receives the QFR and supporting documentation from Alberta Blue Cross.  
equipment
2. Adjudicates and provides decision to Alberta Blue Cross.



## Policy D – 04

### Specialty Assessor Roles and Responsibilities

#### Policy Statement

Specialty assessors for breast prosthesis benefits:

- Assess clients who have had a surgical removal of breast tissue or structural deformities as a result of uni/bilateral absence of breast development.
- Be a certified fitter of breast prosthesis. A certified fitter is a person who holds a current certification in at least two different manufacturer breast prosthesis fitter courses.
  - Fitter course must be completed every three years

#### Specialty Assessor Responsibilities

Specialty assessors are responsible for providing benefits according to AADL policies and procedures. General roles and responsibilities include:

- determining client meets the AADL Program’s eligibility criteria and specific benefit eligibility.
- confirming client’s cost-share status and explaining cost-share status to client.
- recommending the most appropriate benefit that will meet the client’s needs and documenting the client’s fitting and type of prostheses that was provided on the AADL Breast Prosthesis Fitter’s form.
- ensuring that the client is educated on the manufacturer warranty and the proper wear and care of the prosthesis that is required.
- explaining the quantity and frequency limit related to the benefit to the client.
- ensuring the client signs the Client Declaration Form confirming the clients agreement with the product **and** also when the client has the product in their possession.
- completing follow-up assessments as needed to ensure benefits serve the purpose for which they were provided.

## **Procedure**

### **Specialty Assessors:**

1. Complete and submit a Specialty Assessor Application, including any additional supporting documentation that is required.
2. Once approved as a specialty assessor, register on the Alberta Blue Cross Online Health Portal.
3. Ensure fitter courses are current and up to date.
4. Advise Alberta Blue Cross of any updates to name location or work status.

### **AADL:**

1. Reviews and approves or denies specialty assessor application.
2. Provides specialty assessor number to approved applicants and advises Alberta Blue Cross the assessor is approved and assigns appropriate product ranges.
3. Monitors specialty assessor compliance with AADL policy and procedures.

## Policy D - 05

### Specialty Supplier Roles and Responsibilities

#### Policy Statement

AADL only provides funding to eligible clients who are assessed and provided breast prosthesis from an approved specialty supplier.

Specialty suppliers must be approved by applying through the vendor application process in order to be approved as an AADL Specialty Supplier, and hold agreements with AADL and Alberta Blue Cross.

Specialty suppliers must employ a certified fitter as defined in Policy D-04.

Specialty suppliers are accountable for all specialty assessors it employs and responsible to ensure the specialty assessors follow AADL policies and procedures.

Specialty suppliers must:

- **Ensure they have an accredited fitter on staff for breast prosthesis to conduct the assessment and fitting.** A certified fitter is a person who holds a current certification in at least two different manufacturer breast prosthesis fitter courses.
  - Employ at least one full-time staff member who has completed manufacturer training for each line of products provided to AADL clients.
  - Ensure that manufacturer product training is completed every three years.
- Offer a choice of products at or below AADL's benchmark price.
- Maintain adequate inventory for assessment purposes. The supplier must carry at least two complete different manufacturer product lines of prostheses and carry a variety of accessories (ie. Brassieres) to ensure proper fitting of the client's breast prosthesis.
- Ensure high quality of the stock within the shelf life of the product.
- Maintain premises in accordance with AADL agreement including ensuring the fitting room is private and wheelchair accessible.
- Work with the client to resolve client concerns with the product or fitting process.

Specialty suppliers may not solicit business by sending clients reminders that their prosthesis can be replaced. Replacements are not automatic every three years.

## Procedure

### Specialty Suppliers:

Ensure documentation regarding fitter's manufacturer training is submitted to AADL and also keep a copy of training on file.

- Documentation must be provided in writing by the manufacturer which includes date completed, range of products covered and employee name(s).
1. Prior to submitting claims, confirm eligibility for the benefit by checking client consumption on the OHP.
  2. Collect cost-share and any upgrade costs from the client and submit claim on the Alberta Blue Cross Online Health Portal on the day the product is provided for the shelf price, sale price or AADL's maximum price whichever one is lower.
  3. Promptly resolve all errors relating to the assessment of a client's benefits and resolves specialty supplier errors at no cost to the client or AADL.

# Policy D – 06

## Approved Manufacturers

### Policy Statement

Manufacturers are expected to provide support and training for their products on at least an annual basis.

### MANUFACTURER

American Breast Care

Amoena

Anita

Tru-Life