

Alberta Health

Alberta Aids to Daily Living Custom Made Ocular Prosthetic Benefits

Policy & Procedures Manual

October 4, 2021

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Revision History

Description _____ **Date**

Updated throughout to reflect transition of benefit authorization and claims to Alberta Blue Cross	October 4, 2021
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Policy Y – 01

Custom Made Ocular Prosthetic Benefits Background

Policy Statement

The provider of custom made ocular prosthetic benefit item specific device(s)/service(s) must hold qualifications stipulated under policy Y-06 and be employed by a facility that has an agreement with AADL to provide custom made ocular prosthetic benefit item specific device(s)/service(s).

Clients must meet AADL general and benefit-specific eligibility criteria to qualify for AADL custom made ocular prosthetic benefit item specific device(s)/service(s).

The maximum funding amounts for devices is listed in the approved product lists for ocular prosthetic benefits. Authorizations and claims for ocular benefits must be entered on the Alberta Blue Cross Online Health Portal (OHP).

Policy Y - 02

Process for Obtaining Custom Made Ocular Prosthetic Benefits

Policy Statement

Clients and providers must follow AADL general and benefit-specific policies and procedures for obtaining and providing ocular prosthetic benefit item specific device(s)/service(s).

Ocular prosthetic Specialty Assessors/Suppliers are responsible to ensure a client is eligible to receive ocular prosthetic benefit item specific device(s)/service(s) prior to providing an ocular prosthetic device to the client. AADL and/or Alberta Blue Cross conducts audits of claims. Claims will be reversed if there is not sufficient evidence to support client eligibility.

Clients must meet AADL general and benefit-specific eligibility criteria to qualify for AADL ocular prosthetic benefit item specific device(s)/service(s). Any exceptions must receive prior approval from AADL.

- Albertans with private insurance that covers 100% of the cost of the benefit are not eligible for the same benefit under AADL. Once the private insurance coverage has been ruled out or exhausted, the client may become eligible under AADL (Policy GN – 16).

Procedure

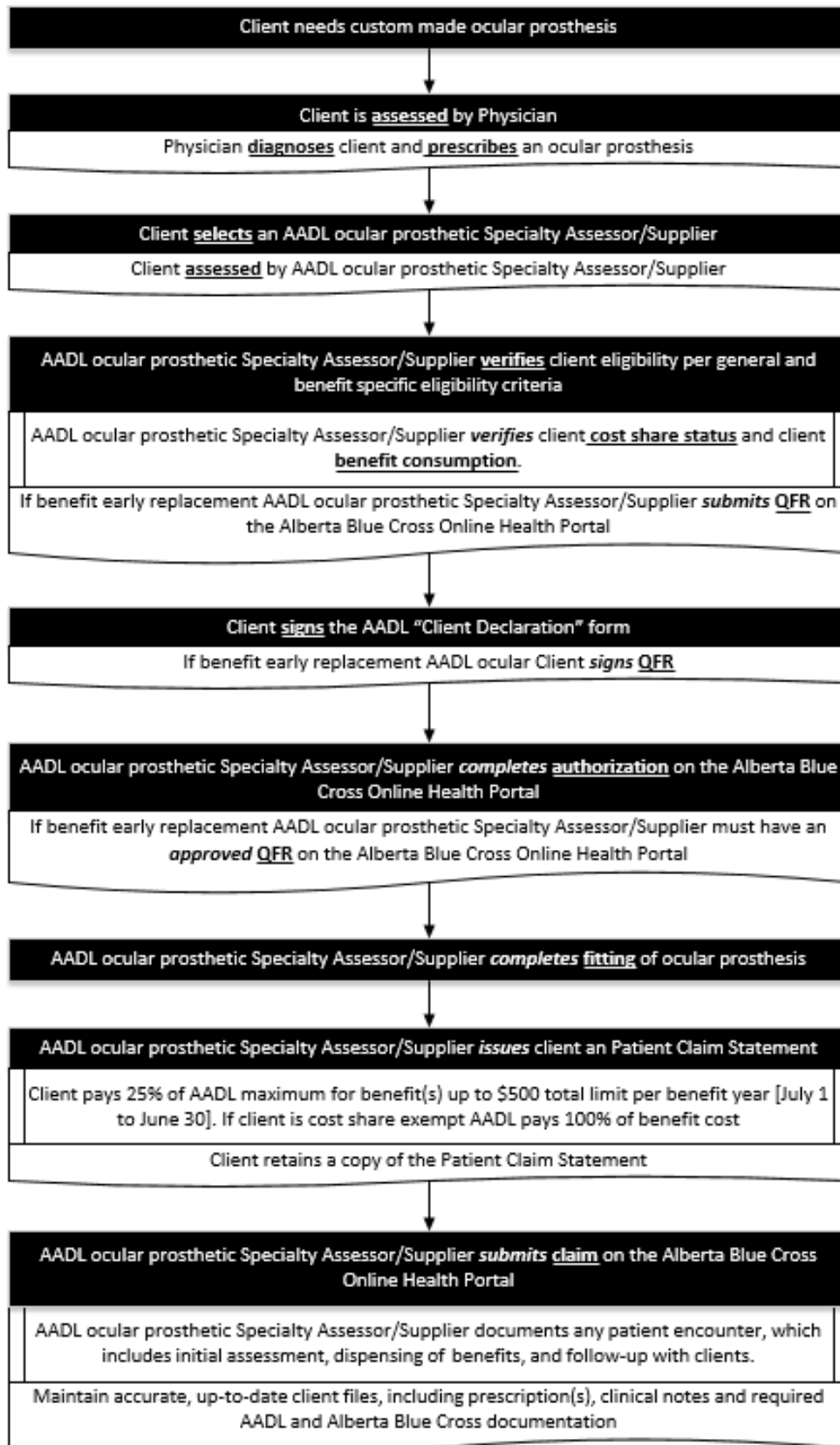
Clients:

1. Follow the procedure(s) and process for obtaining ocular prosthetic benefit item specific device(s)/service(s) as described in AADL general and benefit-specific policies and procedures, as outlined on page 7 of this policy.

Providers:

1. Follow the procedure(s) and process for obtaining ocular prosthetic benefit item specific device(s)/service(s) as described in AADL general and benefit-specific policies and procedures, as outlined on page 7 of this policy.

Flowchart of Process for Obtaining Ocular Prosthetic Benefits



Policy Y - 03

Eligibility Criteria for Custom Made Ocular Prosthetic Benefits

Policy Statement

Clients must meet the general and benefit-specific eligibility criteria from the AADL policy and procedure manual and approved product listing (APL). Clients must obtain a generic prescription (free of any vendor advertising) from their physician.

Procedure

Clients:

1. Obtain a prescription from a physician indicating clinical diagnosis and associated need for custom made ocular prosthesis.
2. Select an AADL ocular prosthesis Specialty Assessor/Supplier of custom made ocular prosthetic benefit item specific device(s)/service(s) from the AADL approved vendor list as is available on the [AADL website](#).
3. Provide prescription to and be assessed by an AADL ocular prosthesis Specialty Assessor/Supplier.
4. Sign the "Client Declaration" form.
5. Seek alternative funding for custom-made ocular prosthesis if ineligible.

Providers:

1. Determine if client meets AADL eligibility requirements, and verify client cost share status and benefit consumption.
 - a. Submit a Quantity and Frequency Review (QFR) request on the Alberta Blue Cross Online Health Portal (OHP) if benefit early replacement is required.
2. Maintain accurate, up-to-date client files with clinical notes and required AADL and Alberta Blue Cross documentation including but not limited to prescription(s), original signed client declaration(s), and Patient Claim Statement(s).
 - a. Do not accept prescriptions greater than three months old or with vendor advertising.
3. Document any patient encounter, which includes initial assessment, dispensing of benefits, and follow up with clients.
4. Complete authorization on the Alberta Blue Cross OHP and upload the Client Declaration form and any other required documentation.

Policy Y – 04

Choice of Custom Made Ocular Prosthesis Provider

Policy Statement

Clients have a choice of custom made ocular prosthesis provider.

Procedure

Clients:

1. Select an AADL ocular prosthetic benefit Specialty Assessor/Supplier from the AADL approved custom made ocular prosthetic benefit Vendor list.

AADL:

1. Maintain a list of AADL approved custom made ocular prosthetic benefit Vendors comprised of AADL Ocular benefit Specialty Assessors/Suppliers that clients may access for custom made ocular prosthetic benefit information and services.

Policy Y – 05

Custom Made Ocular Prosthetic Benefit Quantity and Frequency Limits

Policy Statement

The eligible quantity and frequency of ocular prosthetic benefits for clients 18 years of age and older is one ocular prosthesis every five years.

AADL acknowledges the special growth issues of children, and as such the quantity and frequency of ocular prosthetic benefits for clients under the age of 18 is one ocular prosthesis every 12 months.

The AADL Program does not replace lost, stolen, or broken/damaged benefits. It is the client's financial responsibility to cover the cost of replacements in these instances.

AADL providers of ocular prosthetic benefits must submit a Quantity and Frequency Request (QFR) for benefits that are over the quantity and frequency limit. A QFR authorization is submitted on the Alberta Blue Cross Online Health Portal (OHP).

Procedure

Clients:

1. Follow the QFR process as outlined in the general AADL Program Manual for situations of significant and stabilized change in condition.
2. Pursue alternate funding sources prior to requesting additional benefits from AADL or if request falls outside the QFR process.

Providers:

1. Advise clients of quantity and frequency limits.
2. Explain QFR policy and procedure to clients.
3. Enter QFR authorization on the Alberta Blue Cross OHP including the following documents:
 - a. QFR Request Form;
 - b. Other supporting documentation; and
 - c. Client declaration.

Alberta Blue Cross:

1. Receives and logs QFR requests.
2. Forwards QFR requests to AADL for adjudication.
3. Updates QFR status on the OHP, which can be viewed on the provider portal.
4. Provides notification of QFR decisions to the client and authorizer.

AADL:

1. Receives QFRs and supporting documentation from Alberta Blue Cross.

Alberta Health, Alberta Aids to Daily Living, Program Manual, Manual Y, Custom Made Ocular Prosthetic Benefits, Policy and Procedures Manual

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Policy Y – 06

Custom Made Ocular Prosthesis Provider Qualifications

Policy Statement

1. The provider of custom made ocular prosthetic device/service and prosthetic benefits must be an Ocularist.
2. The provider must be employed by a facility with an agreement with AADL and Alberta Blue Cross to provide custom made ocular benefits.

Procedure

Custom made ocular prosthetic Specialty Assessors/Suppliers:

1. Notifies Alberta Blue Cross when changing location of employment.

Alberta Blue Cross:

1. Updates employment location information of eligible providers.

Policy Y – 07

Custom Made Ocular Prosthesis Provider Roles and Responsibilities

Policy Statement

1. Providers are responsible for providing benefits and services to clients in accordance with AADL general and benefit-specific policies and procedures. Roles and responsibilities include:
 - a. Assessing clients;
 - b. Determining client eligibility to receive AADL benefits;
 - c. Providing education to clients regarding the AADL program including benefit and device/service-specific information;
 - d. Providing eligible clients with AADL benefits;
 - e. Providing eligible clients with follow-up service; and
 - f. Submitting authorizations and claims for benefits on the Alberta Blue Cross Online Health Portal (OHP).

Procedure

Providers:

1. Conduct assessment to determine client eligibility by:
 - a. obtaining and accepting an appropriate generic physician prescription(s); and
 - b. verifying client:
 - i. benefit consumption history; and
 - ii. cost-share status.
2. Recommend the most appropriate benefit(s) that will meet client's assessed basic need(s).
3. Obtain client's signature on the Client Declaration form prior to provision of benefits.
4. Explain to eligible clients:
 - a. quantity and frequency limits related to AADL benefit(s); and
 - b. cost-sharing and cost-share exemption policies and procedures related to AADL benefit(s).
5. Discuss client expectations regarding the function and outcomes of the device.
6. Provide AADL Program benefit(s) per the current APL.
7. Ensure replacement benefit(s) is/are only provided when the current benefit(s) is/are:
 - a. no longer meeting client's clinically assessed needs; and
 - b. not cost effective to repair.
8. Obtain prior approval as necessary.
9. Advise eligible clients of their responsibilities associated with AADL benefits and devices/services.
10. Educate eligible clients regarding proper wear and care of their ocular prosthesis.
11. Adhere to the AADL Specialty Assessor/Supplier Agreement, Alberta Blue Cross Health Provider Agreement and Alberta Health, Alberta Aids to Daily Living, Program Manual, Manual Y, Custom Made Ocular Prosthetic Benefits, Policy and Procedures Manual

both the AADL general and specific ocular benefit policies and procedures.

12. Provide a Patient Claim Statement to clients for all AADL benefits provided by the AADL Program.
13. Provide service:
 - a. Provide appropriate follow-up activity that will ensure benefits serve the purpose for which they were provided;
 - b. Do not submit claims for additional services or modifications relating to the provided benefit for a period of ninety (90) days after the final fitting;
 - c. Ensure trained staff is/are accessible and available to clients;
 - d. Ensure defective ocular prosthetic devices are replaced at no cost to the client or AADL;
 - e. Honour manufacturers' warranties;
 - f. Provide advice to clients and appropriate follow up; and
 - g. Promptly resolve all errors relating to the assessment of a client's benefits (e.g. client's eligibility status, duplication of benefits, assessment errors, etc.).
 - i. Resolve provider's errors at no cost to the client or AADL.

AADL:

1. Maintains and updates the Approved Custom Made Ocular Prosthetic Provider List in accordance with AADL regulation, agreements, policies and procedures, and operational need and best practices.
2. Provides support to Alberta Blue Cross as it pertains to the approved custom made ocular prosthetic provider list, and associated custom made ocular prosthetic provider roles and responsibilities in accordance with AADL regulation, agreements, policies and procedures, and operational need and best practices.

Policy Y – 08

Approved Custom Ocular Prosthetic Provider List

Policy Statement

AADL will only provide funding to eligible clients who receive their custom made ocular prosthetic benefits from the “Approved List of Custom Made Ocular Prosthetic Vendors.”

Procedure

Clients:

1. Select a Specialty Assessor/Supplier from the current custom made ocular prosthetic vendor list available on the AADL website or upon request.

AADL:

1. Maintains and updates the Approved List of Custom Made Ocular Prosthetic Vendors in accordance with AADL regulation, agreements, policies and procedures, and operational need and best practices.
2. Provides support to Alberta Blue Cross as it pertains to the approved Custom Ocular Prosthetic Provider List, and associated Custom Made Footwear Provider roles and responsibilities in accordance with AADL regulation, agreements, policies and procedures, and operational need and best practices.

Policy Y – 09

Ninety (90) Day Follow-Up

Policy Statement

1. AADL will not fund any modifications or repairs to an ocular prosthetic device within ninety (90) days of provision of the prosthetic device. AADL expects that the provider will provide all necessary follow up to ensure the device can be used for the purpose intended without additional cost to AADL or the client.
2. If the client experiences a significant medical change and the ocular prosthetic device is no longer functional and is no longer meeting the client's basic need(s), a QFR request can be submitted through the Alberta Blue Cross Online Health Portal (OHP).

Procedure

Providers:

1. Provide timely follow up to ensure the ocular prosthetic device is able to be used for the purpose intended.
 - a. Do not submit claims for follow-up activities.
2. Submit a QFR request if there has been a significant medical change and the device is no longer functional and is no longer meeting the client's basic need(s), and the client is not eligible for additional benefits.
3. Submit authorization under the repair catalogue number only more than ninety days after the provision of the device.
 - a. Ninety days is calculated starting the service date of the benefit.

Clients:

1. Pay cost-share portion if applicable.

AADL:

1. Monitor compliance with this policy.
2. Review QFR requests per the AADL General Policies and Procedure.

Policy Y – 10

Service Dates

Policy Statement

1. The service date used for submitting claims for ocular prosthetic benefits is the date the client actually receives the ocular prosthetic device/service.

Procedure

Providers:

1. Submit claim to Alberta Blue Cross following provision of the ocular prosthetic device/service to the client.

Policy Y – 11

Patient Claim Statement

Policy Statement

Custom made ocular prosthetic benefit providers must provide every client with a Patient Claim Statement for each ocular prosthetic benefit invoiced to the AADL Program. The Patient Claim Statement must include the AADL contribution and cost-share portion of each benefit (when applicable).

Procedure

Providers:

1. Provide clients with a Patient Claim Statement for AADL benefits. The Patient Claim Statement must be printed from the Alberta Blue Cross Online Health Portal (OHP).
2. For cost-share clients, identify the AADL contribution and the client's cost-share contribution for each benefit.
3. For cost-share exempt clients, identify AADL's contribution for each benefit.
4. Retain a copy of Patient Claim Statement on client file.

Alberta Blue Cross:

1. Provide the provider with Patient Claim Statement.