



# Lifters, homecare beds and accessories benefits

Alberta Aids to Daily Living  
Program Manual Section L



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This publication is available online at <https://open.alberta.ca/publications/aadl-program-manual-l>

Alberta Aids to Daily Living Program Manual Section L – Lifters, Homecare Beds and Accessories Benefits | Alberta Health  
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## Policy L – 01

### Lifters, Homecare Beds and Accessories Benefits Description

#### Policy Statement

Alberta Aids to Daily Living (AADL) provides funding for lifters, homecare beds and accessories for AADL clients with chronic, long-term difficulties in mobility to enhance their independence and ability to participate in daily activities, increase safety during these activities and prevent the need for a higher level of care.

Best practice supports the provision of pressure redistribution surfaces to improve skin breakdown outcomes. Clients who spend prolonged periods of time in bed are considered at high risk for skin breakdown.

AADL homecare beds include a bedframe, bedrails and either a mattress or a mattress underlay to use in conjunction with a mattress overlay (see AADL Program Manual Section E – Mattress Overlays, Transfer Aids and Accessories). Homecare bed accessories include over bed tables and trapezes. AADL lifters include portable overhead lifters and floor lifters.

Lifters, homecare beds and accessories are formally recycled benefits and remain the property of the Government of Alberta. AADL will provide equipment from the recycle inventory first. When the equipment is not available from the recycle inventory, AADL will purchase new.

Products in Alberta Aids to Daily Living Approved Product List L – Lifters and Accessories have been approved through a product evaluation process. Manufacturers are invited on an annual basis to submit new products for evaluation. Further information may be obtained from the AADL Mobility and Large Equipment Program Manager.

AADL uses a benchmark model to fund lifter slings found in Alberta Aids to Daily Living Approved Product List L – Lifters and Accessories. See “Benchmark Pricing” in Policy L – 11 Definitions.

A client may enter a rental agreement with an AADL 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 needs.

# Policy L – 02

## Eligibility Criteria

### Policy Statement

Clients must meet general eligibility requirements found in AADL Program Manual Section GN – General Policies and Procedures online at: <https://open.alberta.ca/publications/aadl-program-manual-gn>

A client's eligibility for lifters, homecare beds and accessories benefits must be determined by an AADL authorizer prior to authorization.

AADL provides funding for lifters for clients who meet the following criteria:

- client has chronic, long term mobility related impairment resulting in the inability to safely transfer from one position to another
- client's weight falls within the weight limits of the device
- client lives in a house, apartment, lodge, group home or assisted living facility (level 2)
- client has no other lifter in place
- the client must have funding in place for the ceiling track before becoming eligible for a portable overhead lifter

AADL provides funding for homecare beds and accessories for clients who meet the following criteria:

- client lives in a house, apartment, lodge, group home or assisted living facility (level 2)
- client has a chronic, long term mobility related impairment resulting in the inability to transfer in and out of bed, or to reposition in bed
- client is palliative, estimated six months to end of life, is on comfort measures and wishes to remain in their residence, or spends 80 per cent or more of the day in bed

AADL does not provide funding for lifters, homecare beds and accessories for:

- short-term interventions or use such as pre- or post-operative needs
- Use in long term care or assisted living facility (level 3 or 4)
- clients in acute or sub-acute care facilities; the equipment may be ordered as part of a discharge plan when the client is returning to the community
- clients who are non-compliant
- options chosen for personal preference or not clinically indicated

AADL provides a limited number of lifters, homecare beds and accessories benefits per eligible client based on current best practice and expected use. See Alberta Aids to Daily Living Approved Product List L – Lifters and Accessories and Alberta Aids to Daily Living Approved Product List BL – Homecare Bed, Mattress and Accessories for specific limits.

### Procedure

#### Authorizers:

- Confirm clients meet AADL eligibility requirements. Consider clients' previous benefit consumption:
- Refer to Alberta Aids to Daily Living Approved Product List L – Lifters and Accessories or Alberta Aids to Daily Living Approved Product List BL – Homecare Bed, Mattress and Accessories for quantity limits at: <https://open.alberta.ca/publications/aadl-program-manual-l>
- Refer to the Alberta Blue Cross online health portal Patient Inquiry screen for client consumption history. Refer to Policy L – 07 Quantity and Frequency Limits for clients who are over quantity/frequency limit.
- Inform clients of their eligibility status.

**Clients:**

- Confirm eligibility with authorizer.
- Sign Client Consent form giving permission to use personal and health information.

**Vendors:**

- Confirm client is not over quantity – check previous benefit consumption:
- Refer to Alberta Aids to Daily Living Approved Product List L – Lifters and Accessories and Alberta Aids to Daily Living Approved Product List BL – Homecare Bed, Mattress and Accessories to determine quantity limits for each device at: <https://open.alberta.ca/publications/aadl-program-manual-l>
- Refer to the Alberta Blue Cross online health portal Patient Inquiry screen for client consumption history.
- Refer to Policy L – 07 Quantity and Frequency Limits for clients who are over quantity/frequency limit.

**Alberta Blue Cross:**

- Responds to telephone or email requests for information on beds, accessories and lifts benefits eligibility and provides reference to the AADL website for further information at: <https://open.alberta.ca/publications/aadl-program-manual-l>

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## Policy L – 03

### Authorizer Qualifications

#### Policy Statement

AADL accepts applications from occupational therapists, physiotherapists and registered nurses who meet the general eligibility criteria set out in Policy GN – 03 Application to be an Authorizer in AADL Program Manual Section GN – General Policies and Procedures at: <https://open.alberta.ca/publications/aadl-program-manual-gn>

Lifters, homecare beds and accessories benefits are considered a primary product range for occupational therapists, physiotherapists and registered nurses as set out in Policy GN – 03. See policy GN – 03 for further explanation on primary and secondary product ranges.

Authorizers and assessors must be competent in assessments and related interventions for transfers and bed mobility impairment. Knowledge on the purpose of the various options for pressure redistribution and transfers is necessary.

#### Procedure

##### Authorizer Applicants:

- Confirm eligibility.
- Complete the Authorizer Application form at: <https://formsmgmt.gov.ab.ca/Public/AADL2218.xdp>
- Complete the requisite authorizer training.
- Register with Alberta Blue Cross as a provider once approved as an authorizer by AADL.

##### AADL:

- Provides authorizer on-line pre-requisite training module.
- Provides in-person or virtual training for primary product ranges.
- Advises Alberta Blue Cross when the authorizer has completed the training requirement and has been provided an authorizer number so they can be registered on the online health portal as a provider.
- Monitors authorizer activities and determines compliance with policies and procedures.

##### Alberta Blue Cross:

- Registers authorizers on the online health portal as providers.



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## Policy L – 04

### Authorization Process

#### Policy Statement

Lifters, homecare beds and accessories benefit authorizations include the assessment, submission of search request to the recycle vendor and submission of an authorization on the Alberta Blue Cross online health portal for either recycle or new equipment.

Authorizers must adhere to the general policies and procedures for authorizing AADL benefits and follow the AADL procedure for authorizing lifters, homecare beds and accessories.

Whenever possible, authorizers should access loaner programs for transfer aids such as lifters for palliative clients to reduce client costs associated with cost-share.

#### Assessment

Assessments must be in the client's home environment. As an alternative, a simulated home environment may be used if able to replicate a client's home. Equipment that has been purchased by AADL and is found to be inappropriate for the client's home will not be replaced by AADL.

Assessments must include, but are not limited to, skin integrity and incontinence for pressure redistribution mattress decisions, neck strength and joint restrictions for lifter and sling decisions.

The assessment date on the authorization is the date the assessment is completed, eligibility has been established, and equipment (lifter) has been selected.

#### Equipment Trial

##### Lifts

Authorizers will first access the equipment directly through the recycle vendor if available. If equipment trialed meets client's needs, the client pays the applicable cost-share portion and can keep the equipment. If nothing is available, the Authorizer can trial and/or order through the client's preferred lifters and accessories benefits vendor.

Lifters and accessories benefits vendors will provide equipment for a trial period not exceeding two days. At the end of any trial period, the equipment must be returned. The client may not keep trial equipment.

Ensure floor lifter trial includes moving the equipment over various surfaces, such as carpet, if necessary.

##### Beds

Homecare beds may not be trialed in the home. However, authorizers will need to ensure the environment can accommodate the equipment and the family is aware of the size. Authorizers and clients will need to be aware that the bed may not fit through a bedroom door, or up the stairs, and may be placed in a main floor room (possibly the dining room or living room). Authorizers also need to be aware that some clients are of taller stature and may require a bed frame extension.

#### 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.

Authorizations for lifters and homecare beds and accessories benefits are effective for the replacement period of the equipment.

Authorizations for lifts and beds are not product/catalog number specific. The authorization is to ensure the client is eligible for this type of product and is approved.

The details of what needs to be ordered are between the authorizer and vendor. The vendor will claim the specific catalog number.

## Procedure

### Authorizers:

- Confirm client eligibility for benefit including residence and past consumption. Refer to Policy L – 02 Eligibility Criteria.
- If benefit requested is over frequency limit, refer to Policy L – 07 Quantity and Frequency Limits.
- Assess client or reviews assessment if assessor is not the authorizer. Client assessment must be completed in a home environment or simulated home environment.
- Document assessment details and clinical rationale to support the provision of lifters, homecare beds and accessories benefits. This must be kept in the client's file and submitted to AADL upon request or for audit purpose. Ensure the client understands any costs they may incur. See "Upgrade Costs" under L – 11 Definitions.
- For lifts, inform client that equipment will be provided through recycle first and will come from the recycle vendor. If equipment is not available through the recycle inventory, provide client with a choice of AADL-approved vendors from the lifters and accessories approved vendors list. Note there is a single vendor choice for homecare beds and accessories.
- Explain policies for the use of recycle equipment and trial equipment to the client. If equipment is available through recycle, the client will be assessed with it and, if suitable, the equipment can remain with the client. If through a new vendor, arrange for trial equipment to be returned to the vendor once the trial has been completed. Refer to AADL Program Manual Section ZR – Recyclable Benefits: Recycle Vendor Service for recycle-out process.
- Determine where equipment is to be delivered once authorized and arrange for follow-up as appropriate.
- Advise client that any cost-share must be paid to the vendor before the vendor provides the equipment.
- Have client or designate sign Client Consent form.
- For lifts – Contact the recycle vendor by completing Generic Specification Form – Large Equipment and determine if equipment is available through recycle inventory. Ensure that an overhead track is installed. Complete authorization on the online health portal. Include information on met criteria. Upload all required documents.
- Notify the recycle vendor if equipment is available, or the client's vendor of choice if equipment is new, that there is an authorization on the online health portal.
- Advise client that AADL will not reimburse clients for any rental charges if the client chooses to rent equipment.

### Clients:

- Fully participate in assessment and trial. Comply with trialing protocol.
- If equipment through the recycle vendor is suitable, the client may keep the equipment if cost-share portion is paid (if applicable). Return equipment to AADL-approved vendor after trial period is over.
- Sign Client Consent form giving consent to use personal and health information.

### Recycle Vendor:

- Completes search of requested equipment in the recycle database.
- Provides written confirmation to authorizer if equipment is available through recycle or not.
- Receives notice from authorizer that an approved authorization is on the online health portal.
- Collects client's cost-share portion.
- Provides equipment as per authorization.

### Vendors:

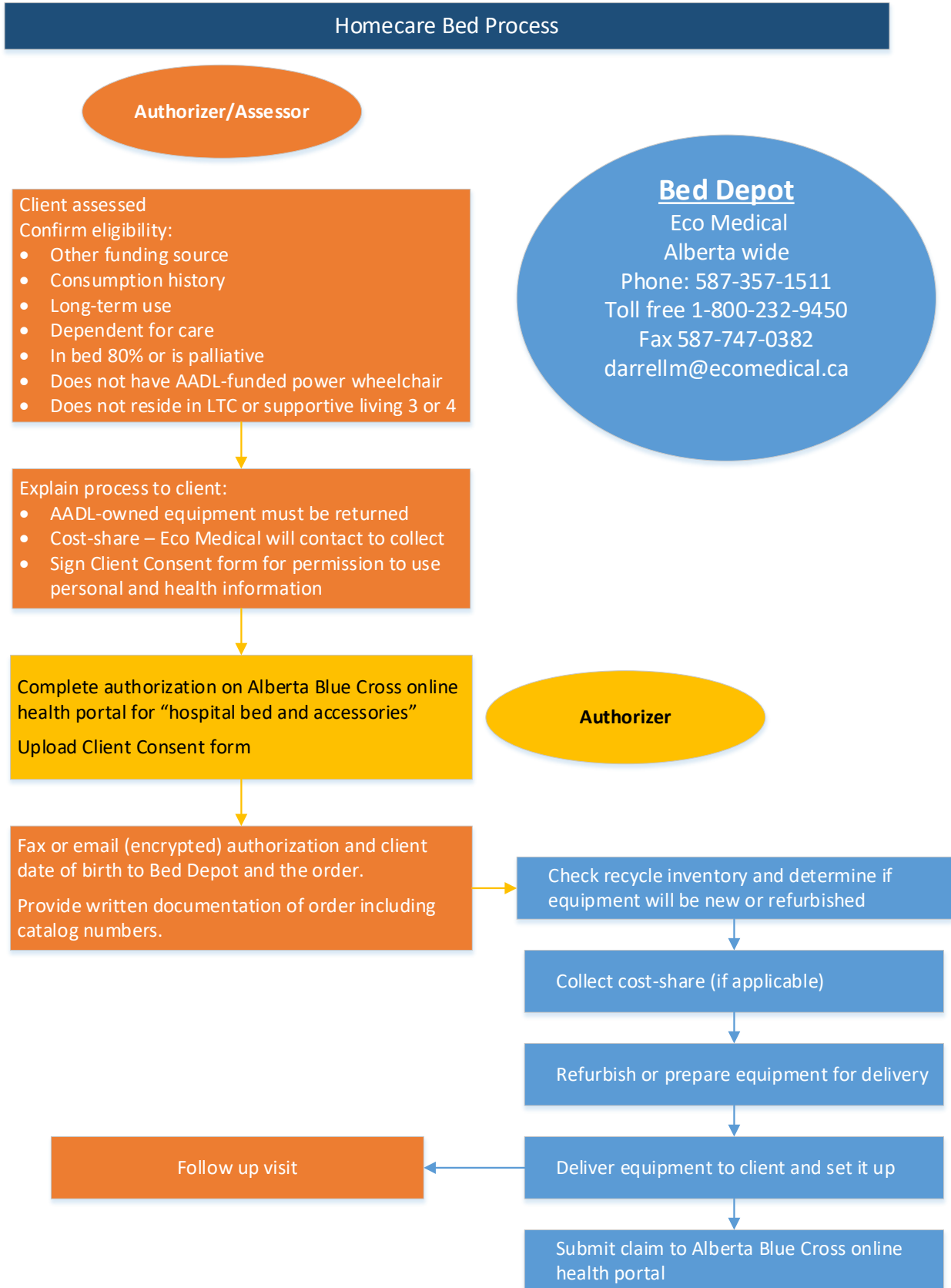
- Provide trial equipment as requested by the authorizer.
- Follow infection control practice during trial.
- Receive notice of authorization from client or authorizer.
- Proceed to providing benefit.

**Alberta Blue Cross:**

- Reviews authorizations for compliance and accuracy.
- Processes valid authorizations.

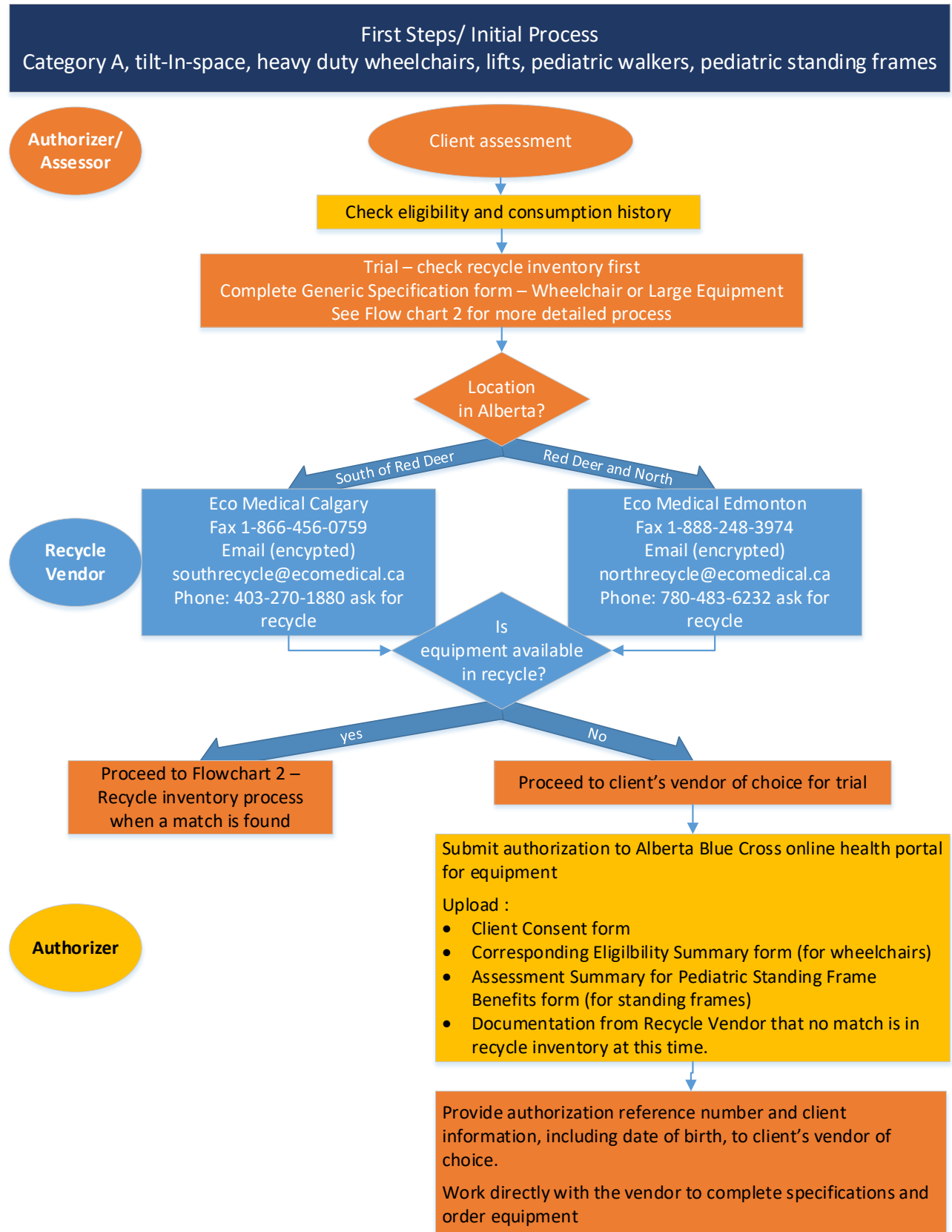
# Figure 1

## Homecare Beds Authorization Process



## Figure 2

### Lifts Authorization Process



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## Policy L – 05

### Vendor and Trained Provider Qualifications

#### Policy Statement

AADL-approved lifters vendors must meet the following criteria:

- Complies with the requirements of an AADL site visit and addresses any deficiencies.
- Is an approved AADL vendor, holds a standing offer contract with Service Alberta and agrees to supply the goods in accordance with the provisions in the contract.
- Meets AADL's general vendor criteria as outlined the AADL Program Manual Section GN – General Policies and Procedures.
- See AADL Program Manual Section ZN – Recyclable Benefits: New Purchase and Repair for more details for vendors providing new equipment.
- See AADL Program Manual Section ZR – Recyclable Benefits: Recycle Vendor Service for recycle vendor requirements.

#### Trained Provider Qualifications:

- Maintain a minimum of one staff member certified in lifters' operations, maintenance and repairs.
- Ensure staff is educated on AADL policies and procedures as stated in the most current AADL Program Manual Section GN – General Policies and Procedures, Program Manual Section L – Lifters, Homecare Beds and Accessories, Alberta Aids to Daily Living Approved Product List L – Lifters and Accessories and Alberta Aids to Daily Living Approved Product List BL – Homecare Bed, Mattress and Accessories.
- Ensure staff has the necessary expertise regarding the provision of AADL benefits and associated invoicing and business processes.

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## Policy L – 06

### Providing Lifters, Homecare Beds and Accessories Benefits

#### Policy Statement

AADL vendors must meet the qualifications under Policy L – 05 Vendor and Trained Provider Qualifications to provide lifters, homecare beds and accessories benefits.

Clients are responsible for the installation of tracking prior to the delivery of an overhead lifter.

Clients must be advised that they should purchase insurance to cover the cost of replacements should the equipment be lost, stolen, or damaged.

In the event the client deceases before the lifter or homecare bed is delivered to the client, the vendor will stop the delivery and return the equipment to the manufacturer or arrange for equipment to be transferred to the recycle vendor.

For a client who deceased prior to delivery of the lifter or homecare bed benefit, the vendor will return the cost-share amount to the family. If the vendor has not submitted a claim but cannot return equipment to the manufacturer, it should contact AADL to get manual approval. If a claim has been submitted, reverse the claim with Alberta Blue Cross and contact them to get cost-share cost covered.

AADL funds repairs and maintenance for lifters and homecare beds when cost-effective to do so. Clients must notify the vendor of any repair or maintenance needs.

#### Procedure

##### Authorizers:

- Arrange follow-up to ensure the lifter and/or homecare bed and any additional accessory is of benefit to the client.
- If lift is coming through recycle and equipment is not working, use the equipment for trial and assess the client for what is needed. Restart the process with the recycle vendor.
- Complete documentation, including:
  - client provided with, and understands, instructions on wear and care of the lifter and/or homecare bed (and any additional accessory)
  - client informed of recommendation to purchase insurance to cover equipment in case of loss, damage or theft
- Ensure client satisfaction with product.

##### Clients:

- Pay the cost-share portion (unless exempt) directly to the vendor for selected equipment.
- Receive lifter and/or homecare bed and confirm satisfaction that the equipment will meet needs.
- Understand responsibility for the care and maintenance of the equipment. Equipment is not replaced due to damage outside of normal wear.

##### Vendors:

- Confirm details of the order and documents acceptance of the order from the client or person accepting responsibility for client.
- Collect cost-share from client prior to providing equipment.
- Provide lifter and/or homecare bed and any additional accessories according to work order/authorization from AADL.
- Provide client with written instructions on select lifter and/or homecare bed wear and care.
- Document client's (or person accepting responsibility for client) receipt and satisfaction of the equipment.
- Submit claim to the online health portal once item provided to the client (service date).

**Alberta Blue Cross:**

- Adjudicates claims.
- Conducts audits on authorizers' and vendors' compliance with policy and procedures for quality assurance and accountability.



## Policy L – 07

### Quantity and Frequency Limits

#### Policy Statement

AADL sets annual limits on the number of lifters, homecare beds and accessories benefits funded per eligible client based on current best practice and expected wear. Authorizers must submit a quantity and frequency review request authorization for AADL lifters, homecare beds and accessories equipment over the frequency limit.

Quantity and frequency limits are one in four years for lifters, and two every four years for slings.

Homecare beds, mattresses and accessories are replaced when considered no longer economical to repair or are not repairable.

Homecare bed rails are specific to homecare beds and are not considered duplicate benefits to bed rails previously funded by AADL.

Equipment will only be replaced if:

- the equipment has been maintained and has been used as designed (normal wear)
- 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

If a client meets all the criteria above, an authorizer may submit a quantity and frequency review request authorization through the Alberta Blue Cross online health portal. AADL does not replace equipment in cases of authorizer error or equipment that has been lost, stolen, misused or damaged.

A pressure reduction mattress will only be replaced by an underlay and pressure reduction overlay when the client's long-term condition has changed and the current equipment no longer meets the clinically-assessed basic need.

Refer to the quantity and frequency review policies in AADL Program Manual Section GN – General Policies and Procedures at: <https://open.alberta.ca/publications/aadl-program-manual-gn>

#### Procedure

##### Authorizers:

- Explain policy and process to client, ensuring client and/or caregiver understands
- Pursue alternate funding, such as private insurance, prior to requesting additional funds from AADL.
- For lifts, check recycle inventory prior to submitting the quantity and frequency review request to Albert Blue Cross (not required for beds)
- Submit quantity and frequency review request authorization on the online health portal and include the following documentation:
  - Quantity and Frequency Review Request form
  - Client Consent form
  - Documentation from recycle vendor that a matching lift is not available
  - other supporting documentation
- Receive notification of review decision from Alberta Blue Cross and notify the client.

##### Clients:

- Maintain care of lifters, homecare beds, mattresses and accessories to prolong life of benefit provided through AADL and to prevent the need for premature replacement of benefit.
- Consult with AADL authorizer when replacement of AADL equipment is required.

- Pursue alternate funding sources prior to requesting additional funds from AADL, including for equipment needs that fall outside the quantity and frequency limits.

**Vendors:**

- Identify clients who require a quantity and frequency review request to replace a lifter, or to replace a pressure reduction mattress with an underlay and overlay funded by AADL. Refer these clients to an AADL authorizer for reassessment when it is related to a condition change.
- Educate clients on wear and care of equipment and availability of repair parts to prolong life of benefit and prevent need for early replacement.
- Prevent the need for quantity and frequency review requests by replacing or repairing equipment when under warranty or when it is cost-effective. See L – 08 Ownership and Responsibilities: Repairs and Returns for information on repairs.
- Assist in identifying equipment that is not cost-effective to repair or unsuitable for continued use (e.g. smoke-permeated mattress).
- Provide AADL-funded replacement equipment to client when valid authorization has been confirmed.

**Alberta Blue Cross:**

- Receives and log quantity and frequency review requests.
- Forwards quantity and frequency review requests to AADL for adjudication.
- Updates quantity and frequency review request status on the online health portal which can then be viewed on the provider portal.
- Sends notification of the decision to the authorizer, and the client if necessary.

**AADL:**

- Receives the quantity and frequency review request and supporting documentation from Alberta Blue Cross.
- Adjudicates and provides decision to Alberta Blue Cross.

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## Policy L – 08

### Ownership and Responsibilities: Repairs and Returns

#### Policy Statement

AADL retains ownership of lifters, homecare beds and accessories until they are determined as surplus.

Lifter slings are considered non-recyclable and are owned by the client.

Clients are responsible for ensuring AADL-funded equipment assigned to them is maintained on a regular basis, according to manufacturer recommendations.

AADL homecare bed and lift vendors participate in the AADL recycle program by providing repairs and maintenance services. The AADL recycle vendor recycles equipment in, stores, refurbishes and recycles-out equipment.

#### Returning lifters, homecare beds and accessories

Lifters and homecare beds are returned to the AADL recycle vendor when:

- the client moves out of Alberta, or for any other reason becomes ineligible for the benefit, or
- the lifter is no longer needed by the client

AADL-funded lifters and homecare beds may not be resold by a client, authorizer, or vendor.

Lifters are returned to the AADL recycle vendor. Homecare beds are returned to the vendor with the homecare bed contract. See the Alberta Aids to Daily Living Approved Product List BL – Homecare Bed, Mattress and Accessories for information on how to contact the homecare bed vendor.

#### Repairs

Clients are responsible for keeping their AADL-funded equipment in good, safe working order through regular maintenance and repairs.

Clients must contact an AADL-approved vendor to repair AADL-owned equipment. See AADL program Manual Section ZN – Recyclable Benefits: New Purchase and Repair for further information on AADL repairs on equipment.

See AADL Program Manual Section ZR – Recyclable Benefits: Recycle Vendor Service for further information on the AADL recycle program.

#### Procedure

##### Authorizers:

- Ensure client understands responsibility for care, maintenance and return of AADL-owned lifters or homecare beds.
- Assist client to return the equipment to the AADL recycle vendor when no longer needed.

##### Clients:

- Ensure reasonable care and maintenance of AADL-owned lifters and homecare beds.
- Contact preferred vendor directly for any repair needs.
- Replace any lifter, homecare bed or accessory that is lost, stolen or damaged due to misuse or accidents. AADL recommends clients insure the equipment through a private homeowner's/tenant insurance policy.
- Return AADL-owned lifters to the AADL recycle vendor or homecare bed vendor when no longer needed by client.

**Recycle Vendor:**

- Arranges for AADL-owned equipment no longer needed by client to be returned to the AADL recycle inventory.
- Tracks returns and equipment condition in inventory database.

**Homecare Bed Vendor:**

- Repairs homecare beds or accessories. Follows the same procedure as vendors.

**Vendors:**

- Review care and maintenance of AADL-funded lifters, homecare beds and accessories with clients.
- Check client predetermination status on the online health portal to determine if costs will be covered. Repair AADL-owned lifters.
- Submit claim on the online health portal.
- Submit authorization for prior approval for repairs and parts changes to online health portal on lifters over \$350 prior to completing the work.
- Contact AADL by phone if repair is urgent.
- Inform authorizer if a piece of equipment has been deemed irreparable or not cost-effective to repair by AADL so authorizer can initiate the process to have the equipment replaced. On AADL direction, contact recycle vendor to return equipment to recycle inventory.
- Update AADL if client status has changed (e.g. moved).

**Alberta Blue Cross:**

- Adjudicates claims.
- Forwards authorizations for prior approval to AADL.

**AADL:**

- Provides funding assistance for repairs and maintenance to AADL-owned lifters, homecare beds and accessories.
- Reviews, prior approves and provides work order authorizations for eligible cost-effective repair work orders over \$350.
- Informs the vendor if a lifter or homecare bed has been deemed irreparable or not cost-effective to repair. Advises vendor to contact recycle vendor to return equipment to recycle inventory.

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## Policy L – 09

### Refusal of Equipment

#### Policy Statement

Clients who refuse equipment are not eligible for AADL funding for another lifter, homecare bed or accessory for a minimum of six months. By signing the Client Consent form, the client acknowledged they were prepared to accept the equipment that was authorized and ordered for them. During the authorization process, the client agreed to trial the equipment and ensured their home and living situation accommodated 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 must be cancelled by the authorizer on the Alberta Blue Cross online health portal.

Clients who request funding for the benefit after refusing the same type benefit must provide a letter to their authorizer explaining the circumstances of their refusal and assurance that they will accept the authorized benefit this time. 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 quantity and frequency review request 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:

- Advise client of the consequences of equipment refusal.
- 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.
- Complete a quantity and frequency review request authorization on the Albert Blue Cross online health portal for the item and upload the letter from the client (family/guardian/trustee) as supporting documentation

##### Clients:

- Participate in reassessment with authorizer.
- Write letter describing circumstances and providing assurances described above.
- Agree to accept costs associated with replacing equipment.

##### Alberta Blue Cross:

- Receives and log quantity and frequency review requests.
- Forwards quantity and frequency review requests to AADL for adjudication.
- Updates quantity and frequency review request status on the online health portal which can then be viewed on the provider portal.
- Sends notification of the decision to the authorizer, and the client if necessary.

##### AADL:

- Receives the quantity and frequency review request and supporting documentation from Alberta Blue Cross.
- Adjudicates and provides decision to Alberta Blue Cross.

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## Policy L – 10

### Patient Claim Statement

#### Policy Statement

Lifter, homecare bed and accessories vendors must provide AADL clients with a patient claim statement for each benefit invoiced to the AADL program. The statement can be printed from the Alberta Blue Cross online health portal, and must include general information such as statement details, Alberta Blue Cross contact information and client data.

The patient claim statement is comprised of three sections: statement information, claim summary and claim details.

The claim summary displays the overall breakdown of how much each client is responsible for against the total claimed amount for all claims submitted:

- Total amount claimed – The sum of claimed amounts for all claims submitted.
- AADL will pay – The total amount that AADL will cover for all claims submitted.
- Client will pay – The total amount the client is responsible to pay for all claims submitted. This amount is the sum of any cost-share amount the client owes and upgrade charges that are not covered by AADL.

#### Procedure

##### Vendors:

- 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.
- For cost-share clients, identify the AADL contribution and the client's cost-share contribution for each benefit.
- For cost-share exempt clients, identify AADL's contribution for each benefit.
- Retain a copy of the patient claim statement on the client's file.

##### Alberta Blue Cross:

Provide vendors with a patient claim statement through the online health portal as required.

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# Policy L – 11

## Definitions

### Approved Product List

The approved product list is a list of equipment that AADL purchases or funds. Only products listed on the approved products list will be purchased or funded. This list is revised once the new purchasing agreements are in place.

### Benchmark Pricing

The benchmark price is the maximum price AADL will fund for any product that fits the generic description of a benchmark benefit. The benchmark prices for slings are listed under the Maximum price column in Alberta Aids to Daily Living Approved Product List L – Lifters and Accessories. Vendors must provide at least one item within the benchmark price.

### Cost-Effective Repairs

Repairs are considered cost-effective when the cost of the repair does not exceed 50 per cent of the cost to replace the entire piece of equipment.

### Equipment Trial

An equipment trial involves the client and caregiver trying equipment to determine which will meet the needs of the client, with the exception of homecare beds. Equipment will come from the recycle vendor first if available. A trial must consider environments where the equipment will be used such as the bathroom and bedroom, over solid flooring and carpet. Simulated environments are accepted.

### Formal Recycle

All AADL-owned equipment is formally recycled by AADL. When the client no longer needs the equipment, it is returned to the recycle vendor. When an authorizer requests large equipment for a client, they first request it from the recycle inventory. When there is no suitable recycle equipment available in the recycle inventory, AADL will buy new from a client's preferred vendor.

### Internal Transfer

An authorizer may reassign large equipment from a client who no longer needs it to one who does. Some restrictions apply. See AADL Program Manual Section ZN – Recyclable Benefits: New Purchase and Repair and Section ZR – Recyclable Benefits: Recycle Vendor Service for instructions and sample of internal transfer documentation.

### Palliative Client

A client is deemed palliative if they are 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 is correct and completed in full, all necessary clinical rationale is documented, the Client Consent form is signed by the client, the client meets the relevant eligibility criteria and any requisite prior approval has been provided.