



Recyclable benefits: new purchase and repair

Alberta Aids to Daily Living
Program Manual Section ZN

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Policy ZN – 01

Recyclable Equipment: New Purchase and Repair Description

Policy Statement

Alberta Aids to Daily Living (AADL) Program Manual Section ZN contains information on new purchases and repairs of recyclable equipment belonging to AADL.

AADL recyclable equipment includes wheelchairs, lifters, pediatric walkers and standing frames. AADL retains full ownership of this formally recycled equipment.

Recycle benefits are authorized by AADL-approved authorizers and provided through the AADL recycle vendor or an AADL-approved vendor for new purchases and repairs. Authorized equipment is provided from the AADL recycle inventory first, and if not available, is purchased new. Once purchased, it is considered recycle equipment.

Services by vendors providing new equipment include repairs, parts changes and equipment trials.

Repair services are provided on AADL-owned recycle equipment including wheelchairs, lifters, pediatric standing frames and pediatric walkers.

AADL does not fund recycle services for equipment that is privately owned or obtained through other funding agencies.

Policy ZN – 02

Wheelchair and Large Equipment Vendor Qualifications

Policy Statement

AADL wheelchair and large equipment vendors must meet certain qualifications in order to be approved to provide new equipment and repair services for AADL. Qualifications include an approved facility inspection, a standing offer contract through Service Alberta, compliance with technician requirements and manufacturer agreements for sales and service.

Facility Inspection

AADL Vendors must pass an AADL program recyclable benefits on-site facility inspection. The inspection evaluates the site's accessibility, parking, product availability for customers, equipment in place to safely transfer clients with patient lifts when necessary, repair/maintenance areas, equipment cleaning capabilities, sufficient space to trial and demonstrate equipment, health and safety compliance and storage space.

The site visit determines compliance with [Alberta Labour Building Standards for Barrier Free Design](#).

AADL Standing Offer Contracts

AADL standing offer contracts for wheelchairs and large equipment are managed through Service Alberta's Corporate Purchasing Section. Contracts are awarded to vendors that meet the Request for Quote requirements. Contracts are awarded on a line-by-line basis of manufacturer products.

Vendors are eligible to participate in the sale and service of products for which they have accepted the discount quoted and have been deemed authorized to distribute by the manufacturer. Vendor that reject the highest discount quoted, or did not quote on the manufacturer's products, are not eligible to participate in the sale or service of that product.

Vendors may not assign or sub-contract the contract without written consent of AADL.

Vendors must be a Canadian distributor or authorized dealer in Alberta for the goods prior to the Request for Quote closing date. Written proof of authorization from the manufacturer or manufacturer's Canadian distributor must be provided to the Corporate Purchasing Section prior to the contract award.

AADL vendors must comply with all requirements in the Request for Quote and with AADL policies and procedures.

AADL vendors must have General Liability insurance in accordance with the Alberta Insurance Act, in an amount not less than \$2 million, inclusive per occurrence, insuring against bodily injury, personal injury and property damage including loss of use. Such insurance must include blanket contractual liability.

Technician Requirements

Vendors must employ a technician with a certificate for each lifter manufacturer with which the vendor has a contract.

Vendors must employ an adequate number of technicians and staff to meet the delivery demands of the Supply Arrangement. Vendors must employ at least one technician with a minimum of one year experience repairing medical equipment other than lifters for the Manual Wheelchairs and Recyclable Large Equipment benefit categories, manufacturer training and a minimum of two years' experience repairing manual wheelchairs.

Power wheelchair vendors must employ at least one technician with manufacturer training and a minimum of two years' experience repairing power mobility equipment. This technician is considered a head technician and must have certificates for two consecutive years for each manufacturer the vendor deals with. Subsequently, the head technician must recertify every second year.

Additional power wheelchair technicians working in the same location must obtain a certificate from each manufacturer the vendor deals with when the course becomes available. They must be supervised and train under the head technician until they obtain the appropriate certificate. Equivalencies may be considered and must be approved by AADL.

Manufacturer Agreements

Written proof of authorization from the manufacturer or manufacturer's Canadian distributor must be provided to the Corporate Purchasing Section prior to the contract being awarded.

If during the contract the vendor becomes a Canadian distributor or authorized dealer for additional manufacturers' goods listed on the approved product list, and is willing to supply the goods for the remainder of the contract term at the highest discount quoted for goods, the vendor may apply in writing to the Corporate Purchases Section to have such goods added to its contract.

Procedure

Vendors:

- Ensure adequate number of technicians and staff to meet the delivery demands of the supply arrangement.
- Ensure all technicians meet qualifications.
- Submit request for AADL facility inspection.
- Obtain standing offer contract through Service Alberta corporate purchasing process.
- Participate in AADL facility inspection and resolve any deficiencies identified.
- Submit technician certificates to AADL.
- Obtain agreement from manufacturers for sales and service of their product line.
- Ensure staff participate in continued education and training related to AADL products and administrative requirements.

AADL:

- Completes an AADL facility inspection at the vendor's proposed location of business.
- Identifies deficiencies and provides information to assist the vendor in resolving the deficiencies.
- Approves the AADL facility inspection and notifies Service Alberta.
- Receives technician certificates and notifies Services Alberta of which vendors can provide services for which manufacturer.

Policy ZN – 03

Equipment Product Reviews

Policy Statement

AADL regularly reviews equipment provided through contracts with AADL wheelchair and large equipment vendors with timing around contract dates.

Wheelchairs and large recyclable equipment provided under these contracts are listed on the approved product lists for pediatric equipment, beds and lifters and wheelchairs.

A review of current equipment on the approved product list includes appraising manufacturer updates, equipment repair histories, usage, recyclability and any pricing increase impacts.

AADL may also accept submissions from vendors or manufacturers to consider new products for inclusion on the approved product list. When a submission for inclusion is received, AADL will conduct a current benefit review, submission screening, equipment evaluation, approval and implementation. Selected equipment is evaluated by the Mobility Manager, Inventory Specialist and Equipment Specialist. Other consultants may be considered to assist with evaluating the equipment. AADL will contact manufacturer representatives if their submission is successful.

Program mandate and sustainability are considered when reviewing product submissions in keeping with the Government of Alberta's plan for a results-based, fiscally sustainable health care delivery system.

Products added to the approved product list must meet the following criteria:

- the product has a competitive price point compared to similar products on the approved product list
- it fills an identified gap in benefits
- it is of benefit to the AADL client in keeping with AADL's mandate
- the product has been in the North American market for at least a year
- meets warranties as specified on the AADL approved product list
- the product and parts are available from an outlet in Canada
- the manufacturer has an active representative in Canada

If the product is a wheelchair, it must also meet Rehabilitation Engineering and Assistive Technology Society of North America (RESNA) and International Organization for Standardization (ISO) standards.

Procedure

AADL:

- Sends out notification to manufacturers requesting pricing and product updates on all current equipment benefits on AADL's approved product lists.
- Reviews manufacturer submissions and identifies gaps and changes.
- Sends out invites to manufacturers to submit new products, specifying the benefit lines open for considering new products.
- Screens manufacturer submissions against criteria for new products.
- Requests equipment from manufacturers for further evaluation.
- Requests clinician input on selected products.
- Determines equipment appropriate to recommend for addition to, or deletion from, the approved product list.
- Evaluates program impact and submits request for approval if budget affected.
- Implements changes to approved product list and notifies manufacturer, vendor and authorizers of changes.
- Submits updated approved product list to Service Alberta per contract timelines.

Vendors:

- Participate in new product evaluations at AADL's request.
- Request product education from manufacturer if added to the approved product list.
- Ensure agreement is in place with manufacturer to sell and repair the product.

Policy ZN – 04

Recycle-Out

Policy Statement

Recycle-out is managed by the recycle vendor. See AADL Program Manual Section ZR – Recyclable Benefits: Recycle Vendor Service Policy – 03 Recycle-Out for details.

Policy ZN – 05

Recycle-In

Policy Statement

Recycle-in is managed by the recycle vendor. See AADL Program Manual Section ZR – Recyclable Benefits: Recycle Vendor Service Policy – 04 Recycle-In for details.

Policy ZN – 06

Recycle Equipment Internal Transfers

Policy Statement

See Policy ZR – 05 Recycle Equipment Internal Transfers in AADL Program Manual Section ZR – Recyclable Benefits: Recycle Vendor Service for details on internal transfers.

Vendors may be asked to do a parts change or repair for an internal transfer. See Policy ZN – 07 Recycle Equipment Repairs and ZN – 08 Recycle Equipment Parts Changes for details.

Procedure

Vendors:

- Accept requests to repair or provide parts changes on internally recycled AADL equipment.
- Process repairs/parts changes according to Policy ZN – 07 Recycle Equipment Repairs and ZN – 08 Recycle Equipment Parts Changes.

Clients:

- Participate in equipment trials.
- Agree to pay cost-share (unless exempt) if any repairs or parts changes are required.
- Sign the Client Consent form approving use of personal and health information.

Policy ZN – 07

Recycle Equipment Repairs

Policy Statement

AADL provides funding for repairs on AADL-owned recyclable equipment. Repairs may include parts, labour and shipping.

Repairs to AADL-owned recyclable equipment must be performed by an approved AADL vendor.

Clients may access recycle repair and maintenance services directly from an AADL-approved vendor. Authorizers are not required to be a part of this process.

Repairs required during the warranty period are completed at the vendor outlet's expense. New parts provided as part of a repair must be warranted according to the manufacturer warranty.

All repairs on AADL-owned recycle equipment must be performed by a technician who meets AADL requirements. See Policy ZN – 02 Vendor Qualifications for specific details.

The vendor must provide a warranty on repair service completed on AADL recycle equipment for a minimum of 90 days from the date of delivery to the client. Freight charges are paid by AADL for warranty work within the 90 days. Freight and labour are paid by AADL for warranty work over 90 days.

Each benefit year (July 1 – June 30), the program provides a limited amount of repair funding for AADL recyclable equipment:

- \$500 per year, if needed, for an AADL-purchased manual wheelchair
- \$650 per year, if needed, for an AADL-purchased power wheelchair, plus one set of batteries (one per year maximum) and one set of tires and casters (prior approval required)
- \$350 per year, if needed, for lifts and pediatric recycle

AADL repairs equipment/wheelchair with generic parts. If the client chooses to have the repair made with manufacturer parts, the upgrade costs are the client's financial responsibility. Vendors are responsible to notify the client of the price differences between generic parts and manufacturer parts prior to starting repair work.

Costs for labour and shipping are listed in Alberta Aids to Daily Living Approved Product List ZN – Repair Services: Wheelchair and Large Equipment in accordance with the current contract between AADL and the approved vendor.

Parts pricing is updated annually and is available in Alberta Aids to Daily Living Approved Product List ZN – Repair Services: Wheelchair and Large Equipment.

AADL vendors must notify AADL when equipment is deemed not repairable.

Exclusions

- Preventative maintenance costs are the responsibility of the client, trustee or guardian.
- Clients are responsible for repair or replacement of equipment damaged due to misuse.
- If the client chooses to have the repair made with manufacturer parts when generic parts are available, the upgrade costs are the client's financial responsibility.
- Clients are responsible for any repair costs that exceed the annual limits.
- Clients are responsible for repairs or replacement of upgraded equipment or components.

Procedure

Vendors:

- Accept AADL recycle equipment requiring repairs.
- If work is required as a result of vendor error or equipment defect, complete repairs or modifications within 10 business days of receiving a request from authorizer or client. This work is done at no additional cost to the client or AADL.
- If work is required that is not the result of vendor error or equipment defect, complete work within 10 business days of receiving the request. In this case, the vendor may submit a claim to Alberta Blue Cross for pickup or delivery costs, parts and labour.
- Check the Alberta Blue Cross online health portal for client predetermination and past consumption to assess client coverage. Assess equipment and prepare a work order reflecting the services required applicable to AADL catalog numbers including expected cost, expected cost-share and upgrades. This work order must be kept on file for audit purposes.
- Submit a claim through the online health portal for repair. If the cost is more than the maximum, submit an authorization for prior approval for repairs and parts changes through the online health portal and await approval.
- If less than \$500 (wheelchair), \$350 (large equipment), \$650 (power mobility) and client has not reached their maximum repair funding, proceed with repair. If the client is cost-share, obtain cost-share from client prior to performing the repair.
- If repairs are required over the maximum approved by AADL, obtain approval from client to proceed.
- Collect client portion of repair costs, unless client is cost-share exempt.
- If back ordered parts take longer than 10 business days to arrive, notify client with tentative delivery date.
- If AADL determines that the equipment is not cost-effective to repair, notify authorizer to reassess client for replacement and contacts recycle vendor to arrange for equipment to be recycled-in.

Clients:

- Up to 90 days after equipment is delivered, submit a request to modify or repair the equipment, if necessary. Supply the vendor with the following information at the time of the repair request:
 - full name, address and phone number
 - Alberta Personal Health Number
 - accurate description of repairs required
- Pay any cost-share or upgrade costs over AADL maximum to the vendor.
- Ensure that the repairs were performed as requested.

Alberta Blue Cross:

- Forwards requests for prior approval to AADL.
- Notifies vendor of approval or denial of authorization for prior approval over product-specific dollar amount.

AADL:

- Reviews and adjudicates authorizations directed from Alberta Blue Cross requiring prior approval.
- Notifies vendor if equipment deemed not cost-effective to repair.

Policy ZN – 08

Recycle Equipment Parts Changes

Policy Statement

Parts changes are provided when a change in equipment configuration or the addition of a program-approved part is required to accommodate a change in a client's medical or functional condition.

Parts changes are provided to AADL-owned wheelchairs and large equipment.

Authorizers may submit parts change request directly to the client's preferred vendor. The vendor may submit a claim directly through the Alberta Blue Cross online health portal. AADL approval is not required for requests up to \$300 per year for large equipment and manual wheelchairs and up to \$450 for power wheelchairs.

Replacement of missing or stolen parts is the responsibility of the client.

There is a 90-day warranty on new parts, labour and shipping.

Exclusions

AADL will not fund parts changes to equipment in the following circumstances:

- the change is requested within six months from date of equipment delivery
- equipment is client-owned or the part is an upgrade part
- the cost of the part(s) is considered excessive compared to the value of the equipment
- the client's condition is not stable
- for wheelchair size changes, AADL will not approve changes for less than 2" differences

Procedure

Authorizers:

- Contact vendor to request a parts change on behalf of client.
- Complete a quantity and frequency review on the Alberta Blue Cross online health portal only if the parts change request is within six months from when the equipment was provided to the client.
- Provide clinical rationale to the vendor for input on the work order.

Vendors:

- Determine the cost for parts change, including labour and freight.
- Submit a claim through the Alberta Blue Cross online health portal if under \$300.
- Submit prior approval authorization for a parts change through the online health portal if more than \$300.
- Complete and keeps on file a work order which must include:
 - the authorizer's clinical rationale for parts change
 - labour and freight costs for parts change request
 - the authorizer's name and number
- Wait for approval from Alberta Blue Cross on orders more than \$300 before proceeding.
- AADL may advise that a recycled part would be more cost-effective and arrange with the recycle vendor to ship the part to the new vendor. If a parts change is deemed not cost-effective by AADL, advise the authorizer to reassess the client for replacement. Arrange for equipment to be returned to the recycle vendor, advise the client of their costs and collect cost-share as appropriate.
- Supply the client with a copy of the work order. Collect client portion of parts exchange cost, unless client is cost-share exempt.

- Advise client if parts are on back order and will take longer than 10 working days.
- Complete the parts change.

Alberta Blue Cross:

- Adjudicates and processes claims.
- Forwards prior approvals to AADL for adjudication.

AADL:

- Reviews parts change requests of more than \$300 received from Alberta Blue Cross and advises Alberta Blue Cross of decision.

Policy ZN – 09

Equipment Trials

Policy Statement

Equipment from the recycle inventory will be accessed first for trials. Authorizers and/or assessors will submit a Generic Specification form to the recycle vendor. The recycle vendor will provide a written response if equipment is available in recycle or not. See Policy ZR – 08 Recycle Equipment Trials in AADL Program Manual Section ZR – Recyclable Benefits: Recycle Vendor Services for details on accessing the recycle inventory. If the recycle vendor confirms that equipment is not available from the recycle inventory, the authorizers may request new equipment from an AADL-approved vendor in Alberta Aids to Daily Living Approved Product List ZN – Repair Services: Wheelchair and Large Equipment or authorize the client to purchase new equipment from an AADL-approved vendor of their choice to trial.

Trial equipment is owned by the vendor. Any trial equipment provided by an AADL vendor must be returned to the vendor in the same condition it was provided.

The maximum time wheelchairs and large recyclable equipment are provided for trial is:

- Wheelchairs – manual or power 2 days
- Patient lifters – overhead and floor 1 day
- Pediatric standing frames and walkers 1 day

Power wheelchair trials must last a minimum of 24 hours to confirm seating tolerance and accessibility in home and community environments.

Equipment that is subject to soiling or contamination during assessment must be protected to eliminate this possibility. Use protective pads on upholstery.

Damages to, or soiling of, trial equipment in the possession of the client or therapist becomes the responsibility of the client or therapist. The AADL vendor has the right to recover these damages or cleaning charges.

If trial equipment is shipped to a client or authorizer in a box, it must be shipped back to the vendor in the same box to protect it during shipping.

Trial equipment from an AADL-approved vendor (excluding the recycle vendor) is for temporary use only and is not the same equipment that will be purchased by AADL. Clients requiring equipment for longer periods than the maximum allowable trial periods are to pursue loaners or rentals until their AADL equipment is provided.

AADL vendors must have access to a sufficient quantity of trial equipment to meet the needs of AADL clients and be able to provide trial equipment within a reasonable amount of time, no longer than 30 days. If the vendor is unable to provide the trial equipment within 30 days, they are to contact the AADL Technical Specialist.

Power wheelchair trial fees can be claimed on the online health portal (code Z760) if the power wheelchair is provided through recycle.

Procedure

Authorizers:

- Request equipment from recycle vendor first. See Policy ZR – 08 Recycle Equipment Trials in AADL Program Manual Section ZR – Recyclable Benefits: Recycle Vendor Services.
- If nothing is available from the recycle inventory, proceed with trial of new equipment from an AADL-approved vendor of choice. Explain the purpose and limitations of trial equipment to client.
- Ensure the equipment is returned to the vendor within reasonable timelines, clean and in the same condition as received.

Vendors:

- Provide appropriate equipment to the authorizer for trial purposes. Equipment provided should be according to authorizer specifications and allow client choice.
- Ensure trial equipment is clean and in safe working order.

Policy ZN – 10

Surplus Equipment Services

Policy Statement

AADL recycle equipment remains the property of the Government of Alberta until it is declared surplus. AADL, within the Ministry of Health, determines which AADL recycle equipment is appropriate for surplus and coordinates with Service Alberta's Surplus Sales to manage the sales and disposal of surplus equipment.

AADL vendors will arrange to send to the recycle vendor any equipment in their possession deemed unrepairable.

See Policy ZR – 09 Surplus Equipment Services in AADL Program Manual Section ZR – Recyclable Benefits: Recycle Vendor Services for recycle vendor role with surplus.

Procedure

Vendors:

- Return to AADL any equipment deemed not cost-effective to repair. Prepare the equipment for shipping and call the recycle vendor to arrange for pick up.

Policy ZN – 11

Definitions

Approved Product List

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

Equipment Trial

An equipment trial involves the client and caregiver trying equipment to determine which will meet the needs of the client. The trial must include accessing the home entrance and rooms, any vehicle the equipment will be transported in, environments where the equipment will be used such as school/work/community and outdoors (especially in rural setting). Clients may keep recycle equipment following a trial if the equipment works for them and the cost-share is paid.

Formal Recycle

Formal recycle includes all manual wheelchairs, power wheelchairs and large equipment owned and tracked by AADL. This equipment is recycled-in, when the client no longer needs it, and recycled-out when an AADL authorizer requests the equipment with the same or similar measurements/options.

Internal Transfer

An internal transfer occurs when an authorizer requests an AADL wheelchair or piece of large recyclable equipment be reassigned from an AADL client who no longer needs it to one who does. Some restrictions apply.

Recycle-In/Out

Recycle-in is when a wheelchair or piece of large equipment is returned to a recycle vendor. Recycle-out is when a piece of equipment from the recycle inventory goes to a client. Recycle-out equipment is refurbished prior to being sent out to the client.

Recycle Inventory

The recycle inventory includes all the equipment owned by AADL that is tracked in the equipment inventory. AADL equipment is stored at the recycle vendor s' locations.

Recycle Vendor

A recycle vendor is a vendor who has a contract to provide recycled equipment for AADL. AADL recycle vendors are active in recycling AADL inventory and refurbishing AADL wheelchairs and recycle equipment.

Service Date

The service date is the date the equipment is delivered to the client. For power wheelchairs, it is the date the validation certificate has been signed.

Standing Offer

A standing offer is a written agreement between a vendor and Her Majesty, which allows for the supply of goods with pricing, where there is no commitment from Her Majesty to purchase any goods. Standing offers for AADL products are managed by Service Alberta.

Surplus Equipment

Once equipment is no longer economical to repair or refurbish, AADL removes it from formal recycle. This equipment is used for parts and/or declared as surplus. Surplus equipment is handled through Surplus Sales in Service Alberta.

Upgrade Costs

Upgrade is the term used to describe any costs for benefit options or repairs that are not covered by AADL and are the responsibility of the client. Cost-share portions are not considered upgrade costs. Wheelchair benefits that have an upgrade charge to the client are indicated on the wheelchair specifications sheets found on the AADL website.