ALBERTA
BLUE CROSS®

AADL WHEELCHAIR, SEATING AND RECYCLE EQUIPMENT

AUTHORIZATION AND CLAIM USER GUIDE

Online authorization and claims submission

AADL WHEELCHAIR, SEATING AND RECYCLE EQUIPMENT BENEFIT PROGRAM—AUTHORIZATION AND CLAIM USER GUIDE

Alberta Blue Cross® is pleased to offer online authorization and claim submission for Alberta Aids to Daily Living (AADL) wheelchair, seating and recycle equipment benefits providers. This convenient service is delivered through an easy-to-use secure website and is available at no cost to wheelchair, seating and recycle equipment providers across Alberta. Online submission provides the convenience of direct billing for eligible services for your customers with coverage through the AADL program. You are assured of a prompt response directly from Alberta Blue Cross.

When submitting claims online, this service will predetermine the patient's coverage and confirm.

• the amount Alberta Blue Cross will pay to your office, and

• the amount you will need to collect from the patient.

❓ Help

If you have questions about a screen, click on the blue button with a question mark. The help button has answers to questions that are frequently asked about the section.

Registering for site access

To register for online authorization and claims submission, you must complete the Request for Secure Web Site Access web form. Details about completing this form can be accessed through our public website at **ab.bluecross.ca**.

The Provider Services AADL team at Alberta Blue Cross will create your website access based on your completed registration form. To protect your security, a login ID and temporary password will be sent in two separate emails to the email address provided on your registration form. Once you have received both emails, you can begin serving your patients through online authorization and claim submissions.

Getting started online

Please refer to the information in the emails Alberta Blue Cross sends you when your initial registration is approved. These emails contain your login ID and temporary password. Navigate to the Alberta Blue Cross AADL website at **provider.ab.bluecross.ca/health** and enter the login ID and password in the applicable fields.

You will be asked to agree to the Web Site Policy and Online Billing Agreement, set up your two reminder questions and change your temporary password. This information will be used to verify your identity if you forget your password or require information about your account. Subsequent sign-ins will only require your login ID and password.
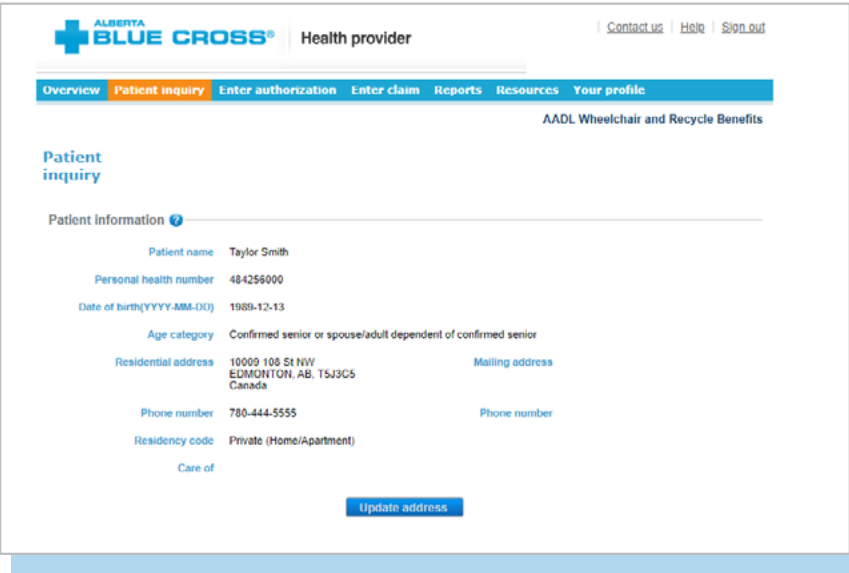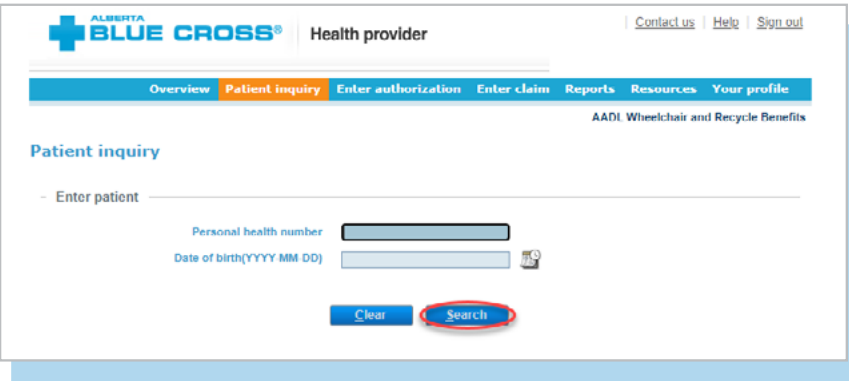
If you want payments to be deposited directly into your bank account, please complete the banking information located under "*Your profile*" in the provider portal.

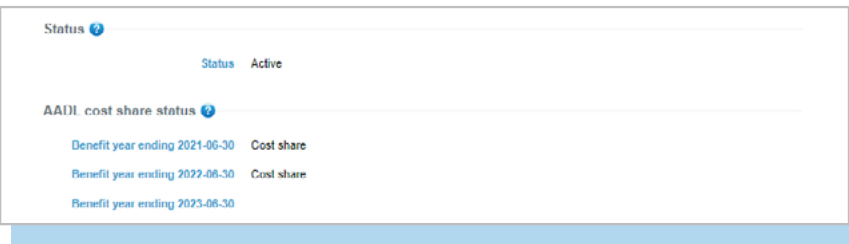## Authorizing and claiming online is quick, easy and secure!

Authorizing and claiming online is quick, easy and secure. After validating a patient's identity and predetermining results, simply submit the authorization or claim for processing. Results are displayed within seconds of submission. The patient will be required to pay only the portion not covered under the AADL plan. The transaction is then complete.

EASY STEPS TO ACCESSING THE PATIENT INQUIRY SCREEN

1. Navigate to the "*Patient Inquiry*" menu option and enter the patient's personal health number and birth date. Then click "*Search*".

2. Confirm the patient's information and address. To update the patient's address, select "*Update address*".

3. The patient inquiry screen will list

• the patient's current AADL status, indicating if they are eligible for AADL benefits or if the coverage has ended; and

• the patient's cost-share status for the previous, current and future benefit year.
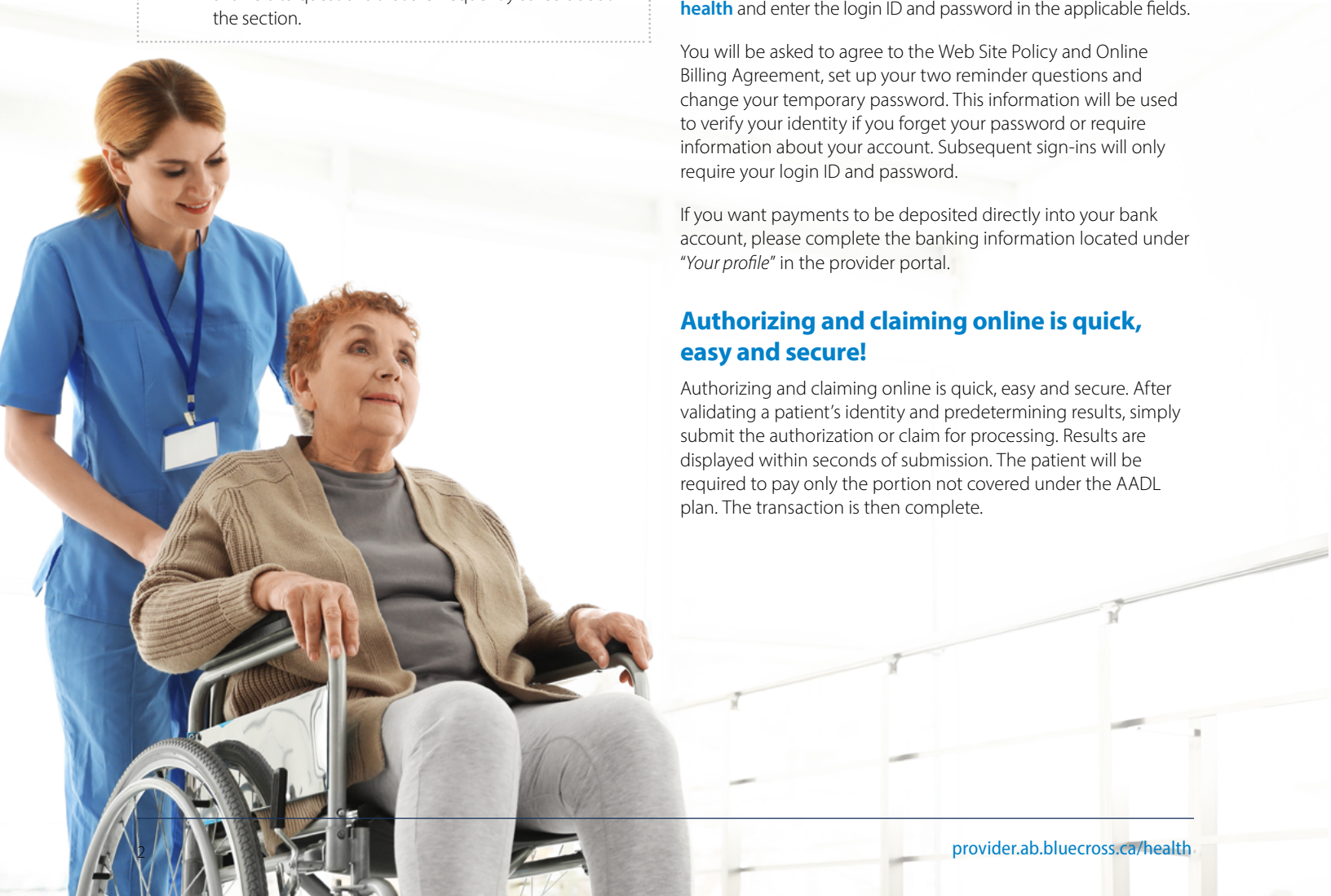
4. You can also search the patient's product consumption by selecting the benefit type, product category and product.

EASY STEPS TO SUBMITTING AND PROCESSING AN AUTHORIZATION

1. Navigate to the *"Enter authorization"* menu option and enter the patient's personal health number and birth date. Then click *"Search"*.

2. Confirm patient's address. To update the patient's address, select *"Update"*. If the information is correct and no updates are required, click *"Next"*. If a patient does not have an address in the system, you will be asked to update the patient's address.

3. Select the *"Benefit type"*, *"Authorization type"* and *"Practitioner"* for the authorization submission.

4. You will be asked to answer questions to determine eligibility. All the questions that appear are mandatory and must be answered.

You will be able to add provider comments that will be viewable by the vendor.

5. As prompted, enter any additional details specific to the authorization selected.

6. You will be provided with a list of documents required for the specific authorization being requested. Mandatory documents will be indicated with a red asterisk. Select each box and provide the corresponding documentation.

7. You will be asked to upload the documents you have selected. These can be added individually or in a single file, depending on your records. Click *"Choose File"* and select the file. For each file, you have the option to add additional comments. Click *"Upload"* and the file will be added to the summary table. You have the option to remove any files that were mistakenly uploaded. Once all files have been uploaded, click on *"Process authorization"* and confirm patient consent in the pop-up window. Click *"OK"* to proceed.

8. You will receive a confirmation from Alberta Blue Cross within seconds of your submission. This will indicate whether your authorization request has been approved, rejected or pended for further review.

A printable copy of the authorization results is available by clicking *"Print"*.

EASY STEPS TO SUBMITTING AND PROCESSING A CLAIM

1. Navigate to the *"Enter claim"* menu option and enter the patient's personal health number and date of birth. Then click *"Search"*.

2. If you wish, you can add your invoice number.

3. Enter the claim details by selecting the appropriate benefit type, product category, product, date of service, quantity, total cost. Once you click *"Add claim"*, you will see the product appear in the summary table. Repeat these steps for each product being considered.

4. When you are satisfied with the details entered, click *"Predetermine"*.

5. Predetermine is a simple inquiry into the patient's AADL benefit plan to determine available coverage. You can click *"Modify"* to go back to step 3, *"Cancel"* to exit without saving or *"Process claim"* to submit the claim online to Alberta Blue Cross for immediate processing.

6. Confirm patient consent in the pop-up window. Click *"OK"* to proceed.

7. Once you process the claim, you will receive a confirmation from Alberta Blue Cross within seconds of your submission.

8. A printable copy of the patient's *Claim Statement* displays. Click *"Print"*. You must provide the patient with a printed copy of the claim statement.

EASY STEPS TO ACCESS REPORTS

1. Navigate to the *"Reports"* menu option. This screen allows you to view all authorizations and claims for a specific individual or those submitted through your account.

2. For an authorization history report by patient, select patient from the drop-down menu. Enter a start and end date for the authorization information you wish to display (up to a maximum of the last fifteen months and three months into the future), then click *"Create report"*.

3. Once the report is created, enter the patient's personal health number and date of birth.

   a. All authorizations that are active or were submitted for the selected individual within the specified time are listed on a printer-friendly screen. Reference numbers, authorization types, effective and termination dates, as well as the status, are all available for your reference.

   b. To access a printable version of the authorization, click *"View"* in the summary table.

4. For an authorization history report by provider, select provider from the drop-down menu. Enter a start and end date for the authorization information you wish to display (up to a maximum of the last fifteen months and three months into the future), then click *"Create report"*.

   a. All authorizations that are active or were submitted through your account within the specified time are listed on a printer-friendly screen. Reference numbers, authorization types, effective and termination dates, as well as the status, are all available for your reference.

   b. To access a printable version of the authorization, click *"View"* in the summary table.

5. Alberta Blue Cross will make payments to your office once daily. The Outstanding Payment Report lists all transactions that are remaining to be paid and allows you to cancel a claim.

6. To cancel a claim, click the *"Cancel"* hyperlink. If the hyperlink is inactive, either the payment run is in progress or the document has exceeded the cancellation timeframe and the claim cannot be cancelled online.

7. If you choose to cancel a claim, you will be asked for the reason. A drop-down menu lists the common reasons. If you select other, please provide the reason. When cancelling a claim, all claims associated with the document number must be cancelled.

8. Once the transactions have been paid, they will be removed from the Outstanding Payment Report and will appear on the Payment History Report. You can view payment history for the last six months.

9. To view a printable version of a summary of a particular payment, select the payment date and click *"Create summary"*. Alternatively, you can enter a start and end date to see a printable report of all payments within the specified dates.

10. To print a copy of the patient's claim statement, enter the patient's personal health number and birth date. Then click *"Search"*. A listing of statements for the specified patient appears. Click the *"Document number"* hyperlink for a printable summary of the claim.

TECHNICAL INFORMATION

Using the Alberta Blue Cross AADL website, an Internet connection and your browser, you can submit authorizations and claims online at your convenience. Most computer systems today have everything required to use this website successfully.

We're serious about privacy and security

The confidentiality of your records is very important—to you, and to us. You are responsible for your login ID and password. They are intended for your office's use only. We protect your information in various ways, including

- encrypting all information,
- securely delivering your login ID and password,
- denying access to website users after five consecutive, unsuccessful sign-in attempts,
- automatically signing site users out after 30 minutes of inactivity, and
- requiring written authorization before granting access to the Alberta Blue Cross AADL website.

CONTACT US

For more information about access to the Alberta Blue Cross AADL website, contact Alberta Blue Cross AADL team.

Phone
587-756-8629   (Edmonton and area)

1-888-828-8738   (toll free, all other areas)

Email
HealthServicesAADLInquiries@ab.bluecross.ca

The online claims submission system is available Monday to Sunday, 8 a.m. to 9:30 p.m. MT.

Our regular office hours are Monday to Friday, 8:30 a.m. to 5 p.m. MT.

provider.ab.bluecross.ca/health