

AADL WHEELCHAIR, SEATING AND RECYCLE EQUIPMENT

CLAIM USER GUIDE


Online claim
submission

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

Alberta Blue Cross® is pleased to offer online 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. 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 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 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.

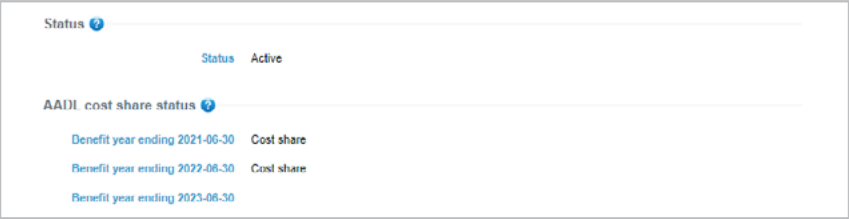
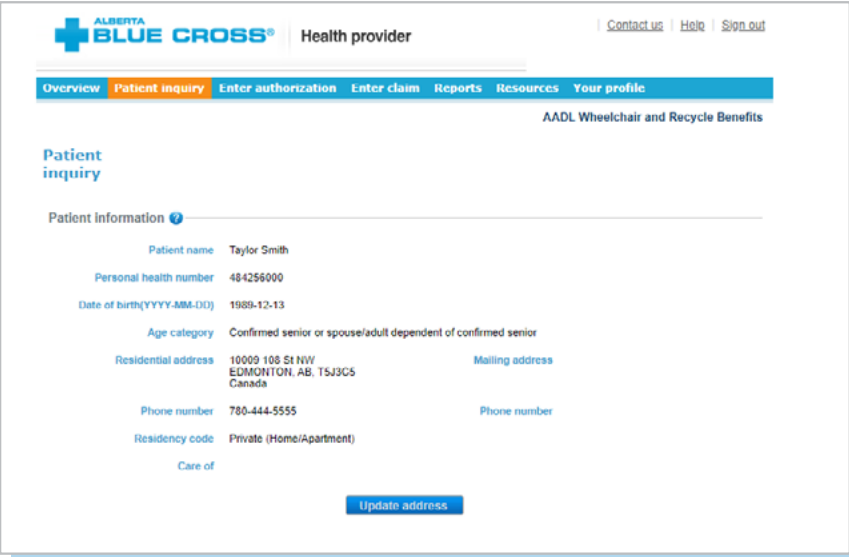
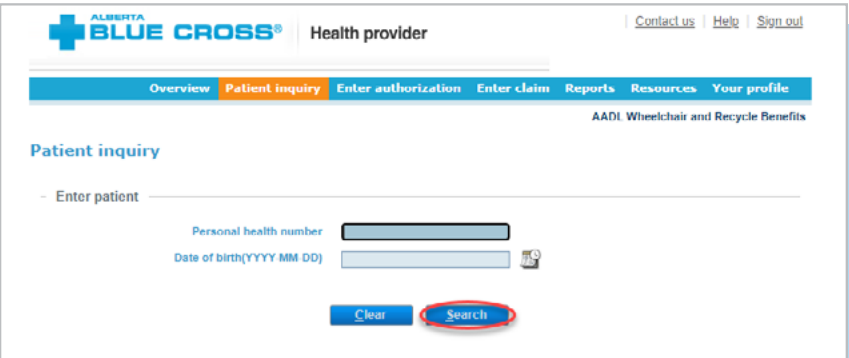
If you want payments to be deposited directly into your bank account, please complete the banking information located under “Your profile” in the provider portal.

Claiming online is quick, easy and secure!

Claiming online is quick, easy and secure. After validating a patient’s identity and predetermining results, simply submit the 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.


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AADL Wheelchair and Recycle Benefits

Patient Inquiry

Patient information

Patient name

Taylor Smith

Personal health number

484280000

Date of birth(YYYY-MM-DD)

1980-12-13

Age category

Confirmed senior or spouse/adult dependent of confirmed senior

Residential address

10008 100 St NW
EDMONTON, AB, T5J3C5
Canada

Mailing address

Phone number

700-444-5555

Phone number

Residency code

Private (Home/Apartment)

Care of

Update address

Status

Status

Active

AADL cost share status

Benefit year ending 2021-06-30

Cost share

Benefit year ending 2022-06-30

Cost share

Benefit year ending 2023-06-30

Product consumption

Benefit type

- Please choose one -

Product category

- Please choose one -

Product


- Please choose one -

Clear

Search

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.



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AADL Wheelchair and Recycle Benefits

Enter claim


Enter patient

Personal health number

Date of birth(YYYY-MM-DD)

Clear

Search



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AADL Wheelchair and Recycle Benefits

Enter claim

Enter details

Patient information

Name

Taylor Smith

Personal Health Number

484256000

Invoice details

Invoice number

Claim details

Benefit type

- Please choose one -

Service date

(YYYY-MM-DD)

Product category

- Please choose one -

Quantity

Product


- Please choose one -

Total cost(\$)

Add claim

Cancel

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


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AADL Wheelchair and Recycle Benefits

Enter claim

Enter details

Patient information

Name
Taylor Smith

Personal Health Number
484256000

Invoice details

Invoice number

Claim details

Benefit type
- Please choose one -

Service date
YYYY-MM-DD

Product category
- Please choose one -


Quantity

Product
- Please choose one -

Total cost(\$)

Service date	Product	Quantity	Total cost(\$)	
2021-10-25	W270 Maple Leaf Swift	1	2500.00	Modify Remove
Total			\$2,500.00	

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.


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AAL Wheelchair and Recycle Benefits

Enter claim

Predetermine

Patient information

Name

Taylor Smith

Personal Health Number

484256000

Summary

Predetermination results as of Oct 25, 2021 3:09:00 AM MDT Mountain Daylight Time.

Please note that eligibility of coverage may change based on the date of service, change in benefit, maximum being reached, coordination of benefits or coverage terminates.

Total amounts submitted:

\$2,500.00

AALDL will pay:

\$2,000.00

Patient will pay:

\$500.00

This is not a receipt. Your claim has not been submitted.
Please click the Modify, Cancel, or Process claim button at the bottom of this page.

Details

Hide details

Patient Taylor Smith

Service provider:AAL Wheelchair and Recycle Benefits

Service date (YYYY/MM/DD)	Product	Claimed amount	AAL contribution	Patient cost share portion	Patient upgrade charge	Explanation number
2021/10/25	W2770 Maple Leaf Swift	2,500.00	2,000.00	500.00	0.00	
Total		\$2,500.00	\$2,000.00	\$500.00	\$0.00	

Explanations

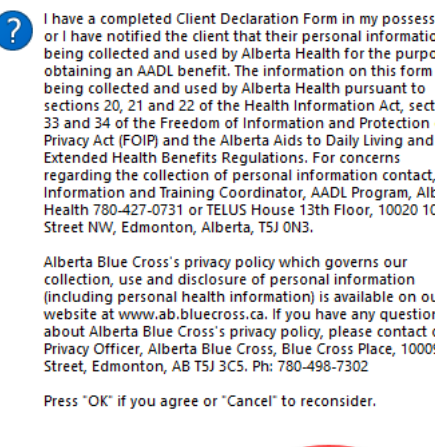
[Click here to print](#)

Modify

Cancel

Process claim

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



Message from webpage

?


I have a completed Client Declaration Form in my possession or I have notified the client that their personal information is being collected and used by Alberta Health for the purpose of obtaining an AADL benefit. The information on this form is being collected and used by Alberta Health pursuant to sections 20, 21 and 22 of the Health Information Act, sections 33 and 34 of the Freedom of Information and Protection of Privacy Act (FOIP) and the Alberta Aids to Daily Living and Extended Health Benefits Regulations. For concerns regarding the collection of personal information contact, Information and Training Coordinator, AADL Program, Alberta Health 780-427-0731 or TELUS House 13th Floor, 10020 100 Street NW, Edmonton, Alberta, T5J 0N3.

Alberta Blue Cross's privacy policy which governs our collection, use and disclosure of personal information (including personal health information) is available on our website at www.ab.bluecross.ca. If you have any questions about Alberta Blue Cross's privacy policy, please contact our Privacy Officer, Alberta Blue Cross, Blue Cross Place, 10009-108 Street, Edmonton, AB T5J 3C5. Ph: 780-498-7302

Press "OK" if you agree or "Cancel" to reconsider.

OK Cancel

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



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You must provide the patient with a printed copy of this claim statement. Please click below to print.

[Print Alberta Blue Cross Statement](#)



Date: October 25, 2021
Document number: 127680072

We're here to help!

Edmonton and area (780)496-8000
Calgary and area (403)234-8686
Toll free 1-800-661-0905
8:30 a.m. - 5 p.m. M-T
www.ab.bluecross.ca

Patient Name: Smith, Taylor
Personal Health Number 484286000

Health claim summary

Total amount claimed	\$2,500.00
AADL will pay	\$2,000.00
Patient will pay	\$500.00


Details
Each claim you submit is assessed according to the benefit rules under the Alberta Aids to Daily Living Program.

Patient: Taylor
Provider: AADL Wheelchair and Recycle Benefits

Service date (YYYY/MM/DD)	Product or service	Claimed amount	AADL contribution	Patient cost share portion	Patient upgrade charge	Explanation number ¹
2021/10/25	W270 Maple Leaf Swift	2,500.00	2,000.00	500.00	0.00	
Total		\$ 2,500.00	\$ 2,000.00	\$ 500.00	\$ 0.00	

Please retain for your records

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.

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Enter authorization

Enter claim


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You must provide the patient with a printed copy of this claim statement. Please click below to print.

[Print Alberta Blue Cross Statement](#)

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Date: October 25, 2021
Document number: 127680072

We're here to help!

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.

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Enter authorization

Enter claim

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AADL Wheelchair and Recycle Benefits

Reports

Authorization history report

View all patient authorizations

Search by

Patient

 * Start date (YYYYMMDD) 2021/04/25 * End date (YYYYMMDD) 2022/01/25

*Please note: Only date ranges up to 3 months in the future or within the last 15 months can be entered.

Create report

Outstanding payment report

View all claims remaining to be paid as of October 25, 2021

Create report

Payment history report

To access your provider summary and claim statement, select the EFT payment date from the below drop-down menu.

Payment Date

- Choose one -

In order to access provider statements online, please register for direct deposit. To register, visit our website at <https://www.ab.bluecross.ca/pdfs/82928.pdf>

If you are unable to view your biweekly payment statement, please ensure your direct deposit information is current.

Create summary

Export summary

To access payment history, please select a start and end date.

Start date (YYYYMMDD) 2021/04/25 End date (YYYYMMDD) 2021/10/25

*Please note: Only date ranges within the previous 6 months can be entered.

Create report

Export report

Patient claim statements

Find a patient and reproduce a Claim statement

*Please note: Only claim statements obtained by the patient within the last year will appear.

Create claim statement

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”.

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Enter authorization

Enter claim

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View all patient authorizations

Search by

Patient

 * Start date (YYYYMMDD) 2021/04/25 * End date (YYYYMMDD) 2022/01/25

*Please note: Only date ranges up to 3 months in the future or within the last 15 months can be entered.

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.

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Enter authorization

Enter claim

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AADL Wheelchair and Recycle Benefits

AADL Wheelchairs and Recycle Equipment Reports

Authorization history report

Details

Hide details

Reference number	PHN	Patient	Type	Effective date (YYYY/MM/DD)	Termination date (YYYY/MM/DD)	Status	Action
* 127880088	484258000	Smith, Taylor	Category A Manual Wheelchair	2021/10/25	2028/10/24	Approved	View

* This authorization was previously self-submitted.

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AADL Wheelchair and Recycle Benefits

Authorization results

Authorization status : Approved

Patient name: Taylor Smith

PHN: 484258000

Reference number: 132183471

Authorization type: Category A Manual Wheelchair

Effective date: 2022/03/04

Termination date: 2027/03/03

Comments for vendor:

Practitioner name: Wheelchair Authorizer

Practitioner phone number:

Practitioner email address:

Print

4. For an authorization history report by authorization reference number, select reference number from the drop-down menu, then click “Create report”.
- a. The authorization will be 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.

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Reports

Authorization history report ⓘ

View all patient authorizations

Search byReference number ⓘReference number ⓘ

Create report

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AADL Wheelchairs and Recycle Equipment Reports

Authorization history report

Details

Hide details

Reference number	PHN	Patient	Type	Effective date (YYYY/MM/DD)	Termination date (YYYY/MM/DD)	Status	Action
* 127680068	484258000	Smith, Taylor	Category A Manual Wheelchair	2021/10/25	2026/10/24	Approved	View ⓘ

* This authorization was previously self-submitted.

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AADL Wheelchair and Recycle Benefits

Authorization results

Authorization status : Approved

Patient name: Taylor Smith
PHN: 484258000
Reference number: 132183471
Authorization type: Category A Manual Wheelchair
Effective date: 2022/03/04
Termination date: 2027/03/03
Comments for vendor:
Practitioner name: Wheelchair Authorizer
Practitioner phone number:
Practitioner email address:

Print

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.

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Authorization history report ⓘ

View all patient authorizations

Search byPatient ⓘStart date (YYYYMMDD) 2021/04/25 ⓘEnd date (YYYYMMDD) 2022/01/25 ⓘ

*Please note: Only date ranges up to 3 months in the future or within the last 15 months can be entered.

Create report

Outstanding payment report ⓘ

View all claims remaining to be paid as of October 25, 2021

Create report

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AADL Wheelchair and Recycle Benefits

AADL Wheelchairs and Recycle Equipment Reports

Outstanding payment report

Provider of serviceAADL Wheelchairs and Recycle Equipment ⓘNeed help cancelling a claim? ⓘ

Details

Hide details

Service date YYYY/MM/DD	Patient name	Product or service	Amount claimed(\$)	AADL contribution(\$)	Document number	Action
2021/10/25	Smith, Taylor	W270 Maple Leaf Swift	2,500.00	2,000.00	127680072	View Cancel
Total			\$2,500.00	\$2,000.00		

Click here to print

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.

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AADL Wheelchair and Recycle Benefits

AADL Wheelchairs and Recycle Equipment Reports

Outstanding payment report

Provider of service

AADL Wheelchairs and Recycle Equipment

Need help cancelling a claim?

Details

Hide details

Service date YYYYMMDD	Patient name	Product or service	Amount claimed(\$)	AADL contribution(\$)	Document number	Action
2021/10/25	Smith, Taylor	W270 Maple Leaf Swift	2,500.00	2,000.00	127680072	View Cancel
Total			\$2,500.00	\$2,000.00		

Click here to print

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.

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Cancellation Review

Please review claims listed below. Enter a cancellation reason and press the Ok button to submit for cancellation. If you no longer wish to cancel the claims listed below, press the Back button.

Details

Need help cancelling a claim?

Service date YYYYMMDD	Patient	Service	Amount claimed(\$)	Alberta Blue Cross paid(\$)	Document number
2021/10/25	Smith, Taylor	W270 Maple Leaf Swift	2,500.00	2,000.00	127680072

Cancellation reason

Select one

Select one

Additional services provided

Claim entered in error

Other

Back

Ok

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ONLINE CLAIMS SUBMISSION

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.

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View all patient authorizations

Search by Patient Start date (YYYYMMDD) 2021/04/25 End date (YYYYMMDD) 2022/01/25

*Please note: Only date ranges up to 3 months in the future or within the last 15 months can be entered.

Create report

Outstanding payment report

View all claims remaining to be paid as of October 25, 2021

Create report

Payment history report

To access your provider summary and claim statement, select the EFT payment date from the below drop-down menu.

Payment Date Choose one

In order to access provider statements online, please register for direct deposit. To register, visit our website at https://www.ab.bluecross.ca/pdfs/82928.pdf

If you are unable to view your biweekly payment statement, please ensure your direct deposit information is current.

Create summary Export summary

To access payment history, please select a start and end date.

Start date (YYYYMMDD) 2021/04/25 End date (YYYYMMDD) 2021/10/25

*Please note: Only date ranges within the previous 6 months can be entered.

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.

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Payment History Report

AADL Wheelchair and Recycle Benefits

Provider of service: AADL Wheelchairs and Recycle Equipment

Payment history report

To access your provider summary and claim statement, select the EFT payment date from the below drop down menu.

Payment Date Choose one

In order to access provider statements online, please register for direct deposit. To register, visit our website at https://www.ab.bluecross.ca/pdfs/82928.pdf

If you are unable to view your biweekly payment statement, please ensure your direct deposit information is current.

Create summary Export summary

To access payment history, please select a start and end date.

Start date (YYYYMMDD) 2021/04/25 End date (YYYYMMDD) 2021/10/25

*Please note: Only date ranges within the previous 6 months can be entered.

Create report Export report

Service date (YYYYMMDD)	Patient P#N	Patient	Product or service	Quantity	Amount claimed(\$)	AADL contribution(\$)	Patient cost share portion(\$)	Patient upgrade charge(\$)	Document number	Invoice number	Authorization reference number
-------------------------	-------------	---------	--------------------	----------	--------------------	-----------------------	--------------------------------	----------------------------	-----------------	----------------	--------------------------------

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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.

Patient claim statements

Find a patient and reproduce a Claim statement

Please note: Only claim statements obtained by the patient within the last year will appear

Create claim statement

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Overview

Patient inquiry

Enter authorization

Enter claim

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Patient Claim Statements

Please Note: Only claim statements obtained by the patient within the last year will appear.

Patient Information

Name

Smith, Taylor

Personal Health Number

484256000

Provider of service

AADL Wheelchairs and Recycle Equipment

Service date	Service	Claimed amount(\$)	AADL contribution(\$)	Document number	Status
2021/10/25	W270 Maple Leaf Swift	2,500.00	2,000.00	127680072	Outstanding

To generate a claim statement, select the applicable Document number.

Please note that a statement may include multiple service dates.

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Patient inquiry

Enter authorization

Enter claim

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Choose another Claim Statement for this individual.

You must provide the patient with a printed copy of this claim statement. Please click below to print.

Back

Print Alberta Blue Cross Statement

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Date: October 25, 2021

Document number: 127680072

Patient Name: Smith, Taylor

Personal Health Number 484256000

Health claim summary

Total amount claimed	\$2,500.00
AADL will pay	\$2,000.00
Patient will pay	\$500.00

Details

Each claim you submit is assessed according to the benefit rules under the Alberta Aids to Lively Living Program.

Patient: Taylor

Provider: AADL Wheelchair and Recycle Benefits

Service date (YYYY/MM/DD)	Product or service	Claimed amount	AADL contribution	Patient cost share portion	Patient upgrade charge	Explanation number†
2021/10/25	W270 Maple Leaf Swift	2,500.00	2,000.00	500.00	0.00	
Total		\$2,500.00	\$2,000.00	\$500.00	\$0.00	

Please retain for your records

TECHNICAL INFORMATION

Using the Alberta Blue Cross AADL website, an Internet connection and your browser, you can submit 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

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