



Wheelchair and recycle equipment guide to authorizations

Alberta Aids to Daily Living
July 2022

This publication is issued under the Open Government Licence – Alberta
(<http://open.alberta.ca/licence>).

Alberta Health
Alberta Aids to Daily Living
Telus House, 13th Floor
10020 100 Street NW
Edmonton, Alberta T5J 0N3

This publication is available online at <https://open.alberta.ca/publications/aadl-wheelchair-and-recycle-equipment-guide-to-authorizations>

Alberta Aids to Daily Living Wheelchair and Recycle Equipment Guide to Authorizations | Alberta Health
© 2022 Government of Alberta | October 25, 2022 |

Contents

Introduction	4
Contact information	4
• Alberta Blue Cross	4
• Recycle – Eco Medical Edmonton	4
• Recycle – Eco Medical Calgary	4
• Bed Depot – Eco Medical	4
• Links	4
New process changes.....	5
• Authorizations	5
• Consumption history	5
• Patient Inquiry screen	6
• Documents that accompany authorizations	6
• Grant wheelchairs	6
• Steps for internal transfer of manual wheelchair, lifts, pediatric walkers or standing frames	6
• Lifts and accessories	7
• Expectations and timelines for recycle equipment	7
• Search request response time	7
• Cost Estimate of refurbishment response time	7
• Authorization approval	7
• Cost-share collection	7
• Refurbishment and delivery	7
• Equipment ownership	7
• Cancelling/ holding an order	7
• Returning equipment	7
Flow chart 1: When to use the recycle inventory – Process	8
Flow chart 2: Recycle inventory process when a match is found	9
Generic specification forms	10
Flow chart 3: Quantity and frequency review (QFR) process	11
Flow chart 4: Homecare bed authorization process	12
Flow chart 5: Power wheelchair authorization process.....	13
Flow chart 6: Category B, C and seating authorization process.....	14

Introduction

This booklet is an abridged guide for AADL authorizers working with clients who require recycled or large equipment following the transition of claims and authorizations to Alberta Blue Cross and the revision of the equipment recycle process. It includes information about processes established following the transition to Alberta Blue Cross that authorizers should be aware of, as well as flow charts for quick reference.

The Alberta Blue Cross website also has several reference materials, including step-by-step guides to authorizations, for authorizers' reference.

Contact information

If you have any questions about authorizations, claims or processes, please contact Alberta Blue Cross **first**.

Alberta Blue Cross

Edmonton: 587-756-8629 | Toll free: 1-888-828-8738

Fax 780-498-3585 or 1-855-598-3583

Email: HealthServicesAADLInquiries@ab.bluecross.ca

Recycle – Eco Medical Edmonton

Covering Red Deer and north

Phone: 780-483-6232. Ask for “Recycle”

Fax: 1-888-248-3974

Email (encrypted): northrecycle@ecomedical.ca

Recycle – Eco Medical Calgary

Covering Alberta south of Red Deer

Phone: 403-270-1880. Ask for “Recycle”

Fax: 1-866-456-0759

Email (encrypted): southrecycle@ecomedical.ca

Bed Depot – Eco Medical

Alberta-wide

Phone: 587-357-1511 | Toll free: 1-800-232-9450

Fax: 587-747-0382

Email: darrellm@ecomedical.ca

Links

Alberta Blue Cross Resource page for wheelchairs, seating and recycle equipment

<https://www.ab.bluecross.ca/provider/type/aadl/wheelchair-home.php>

AADL Contact List

<https://www.alberta.ca/assets/documents/aadl/aadl-contact-list.pdf>

New process changes

Authorizations

Authorizations are no longer orders. Instead, they are the approval that a client is eligible for funding for a specific type of product. Ordering equipment for a client is now a separate process where authorizers work directly with the vendor to specify equipment for the client needs and will follow the vendor's ordering process.

Because they are not orders, authorizations will not have the specific catalogue numbers for equipment included on them. Catalogue numbers will be part of your order with the vendor, and the vendor will claim based on that. Authorizers can put the catalogue numbers in the "comment for vendors" box on the authorization to help make things easier for the vendor, but this should not be the only place the catalogue numbers are documented. A complete assessment with product justification must remain on the client's file and available for audit purposes.

Orders and followup are between the authorizer, client and the vendor. The authorizer must have documentation of the order and it must match what the vendor claims. Please include date of birth on all correspondence as it does not appear on the authorization.

It is important to remember that **vendors are no longer connected to an authorization** and will not automatically know when an authorization is submitted to Alberta Blue Cross through the online health portal. Authorizers or their clients must contact the vendor directly with the authorization reference number, the client's date of birth and the equipment order.

See the flow charts below to see the types of authorizations.

Consumption history

A client's consumption history must be checked before every authorization and claim. If you are requesting a product that has been provided to the client within the frequency period for that product, you will need to submit a quantity and frequency review request. You can find the quantity and frequency review forms on the Alberta Blue Cross website here:

<https://www.ab.bluecross.ca/provider/type/aadi/wheelchair-home.php>

If you do not submit a quantity and frequency review request, the vendor's claim will be rejected, even though the authorization is accepted by Alberta Blue Cross online health portal. Authorizations will only be rejected if there is another active authorization already in the system. Checking consumption history first, and then submitting the appropriate documentation, will help avoid any rejection in the process.

Example

Benefit type	Manual Wheelchair
Product category	Adult Category A
Product	W151 Ki Mobility Cataly
Product set	Manual Wheelchairs
Anniversary date	2022-03-07
Quantity	1
Body side	N/A

This date is when the product was claimed by the vendor. The date will only show for the frequency period for that product. If the equipment is older than the frequency period or client does not have one, it will say "no results found."

Patient Inquiry screen

Authorizers can update client information on the online health portal. Every effort should be made to ensure client information, including address, is correct as this information is necessary for vendors to deliver products to clients and reduce the need for vendors to verify client information with the authorizers.

Documents that accompany authorizations

Client Consent form (formerly Client Declaration form)

Authorizers must ensure they are using the most updated version, found on the Alberta Blue Cross website. The Client Consent form is required for every authorization, but the same form can be re-used for future authorizations. Refer to [Bulletin 136 for more information on the Client Consent form](#).

AADL Eligibility Summary forms for wheelchairs

Note there are now six different forms. Make sure the correct one is completed and submitted.

- Category A (including tilt-in-space with back and headrest)
- Category B
- Category C
- High weight/ Heavy duty
- Tilt-in-Space (base only)
- Wheelchair Grants (NEW)

Recycle Vendor documentation

When no equipment match can be found in the recycle pool for Category A, heavy duty, tilt-in-space and power wheelchairs, lifts and pediatric recycle equipment, authorizers must upload documentation from Eco Medical indicating there are no matches in the recycle inventory for the authorization.

Grant wheelchairs

The Declaration for Grant form has been discontinued. It has been replaced by the [Eligibility Summary for Grant Wheelchairs form](#), which must be signed by the client and accompany the authorization when entered into the Alberta Blue Cross online health portal. As before, authorizers are responsible for ensuring their client understands the criteria associated with grant wheelchairs. Note that the quantity and frequency review process is not accepted for grants.

The authorization process for grant wheelchairs is the same as Category B, C and seating (see Flow Chart 6). However, the authorization will not be approved immediately and will display as “under review” on the online health portal as it requires prior approval from AADL.

Steps for internal transfer of manual wheelchair, lifts, pediatric walkers or standing frames

- Confirm client eligibility. If a quantity and frequency review request is required, check the client’s consumption history first and follow the quantity and frequency review request process. See Flow Chart 3.
- Submit an authorization via the Alberta Blue Cross online health portal for a “recycle wheelchair,” “lifters and accessories,” “pediatric walker,” or “pediatric standing frame” for the client that is receiving the equipment. In the comment box, state “internal transfer.”
- Upload the signed Client Consent form (for all) and the Eligibility Summary for Category A Wheelchair form (for wheelchairs).
- Submit the appropriate generic specification form to Eco Medical. The fax number is on the form. Complete the upper sections and check off the “internal transfer” box. Include the serial number, make and model. Note that the “client information” section is for the **new client**, not the old client.
- Provide the previous client’s name, Alberta Personal Health Number and date of birth in the comments section, or call Eco Medical with the information if you are keeping this form and cannot include it for privacy reasons. Eco Medical requires the previous client info to update the inventory and claim for the internal transfer.
- Eco Medical also requires the authorization reference number from Alberta Blue Cross. Add this to the comments section of the Generic Specification form or email it to Eco.

- If minor repairs are required, the new client's preferred vendor may do the repairs and submit a claim on the online health portal as they do for any repair. However, the authorization for the internal transfer recycle out must already be submitted and claimed for the new client for the vendor to claim any repairs.
- Alberta Blue Cross will confirm the repair is for the new client, who has been assigned to that particular serial number.

Lifts and accessories

An authorization for a lift and accessories covers both the lift and slings. Two different vendors can claim from the same authorization, even if the lift comes from the recycle inventory. The specific order with the vendor that includes catalogue numbers and details is a separate document provided to the vendor(s). Refer to Flow chart 1 and 2 below for process details.

Expectations and timelines for recycle equipment

Search request response time

- Two business days

Cost Estimate of refurbishment response time

- Three to four business days

Authorization approval

- Immediate, as long as authorizers are submitting the authorizations properly with all the appropriate documentation (noted in the flow charts below).

Once a recycled item is confirmed available, authorizers should submit the authorization on the ABC portal as soon as possible and notify Eco Medical to avoid delivery delays for clients.

Cost-share collection

- Dependent on the client. Eco Medical will contact them within a day of receiving the authorization and will follow up weekly.

Refurbishment and delivery

- 10 business days. This includes ordering parts. Eco Medical will notify the assessor if there are any delays beyond the 10 days. Eco will now also contact the assessor when the equipment is expected to be delivered.

Eco Medical will deliver equipment directly to clients anywhere in Alberta using the address provided by the authorizer. Any special instructions or direction can be added to the Generic Specification form, or emailed directly to Eco Medical.

Please contact Eco Medical for follow up about these processes and timelines if any have passed. Calling before a timeline has elapsed may slow the process.

Equipment ownership

All recycle equipment remains the property of the Government of Alberta and must be returned to Eco Medical when no longer in use, or internally transferred to another client. If authorizers are interested in having equipment donated, please contact the AADL Mobility Team (see link to AADL contact list on page 4).

Cancelling/ holding an order

If an authorizer needs to cancel an order, or the client's condition has changed, contact the vendor as soon as possible to cancel or put it on hold. To cancel an authorization, contact Alberta Blue Cross.

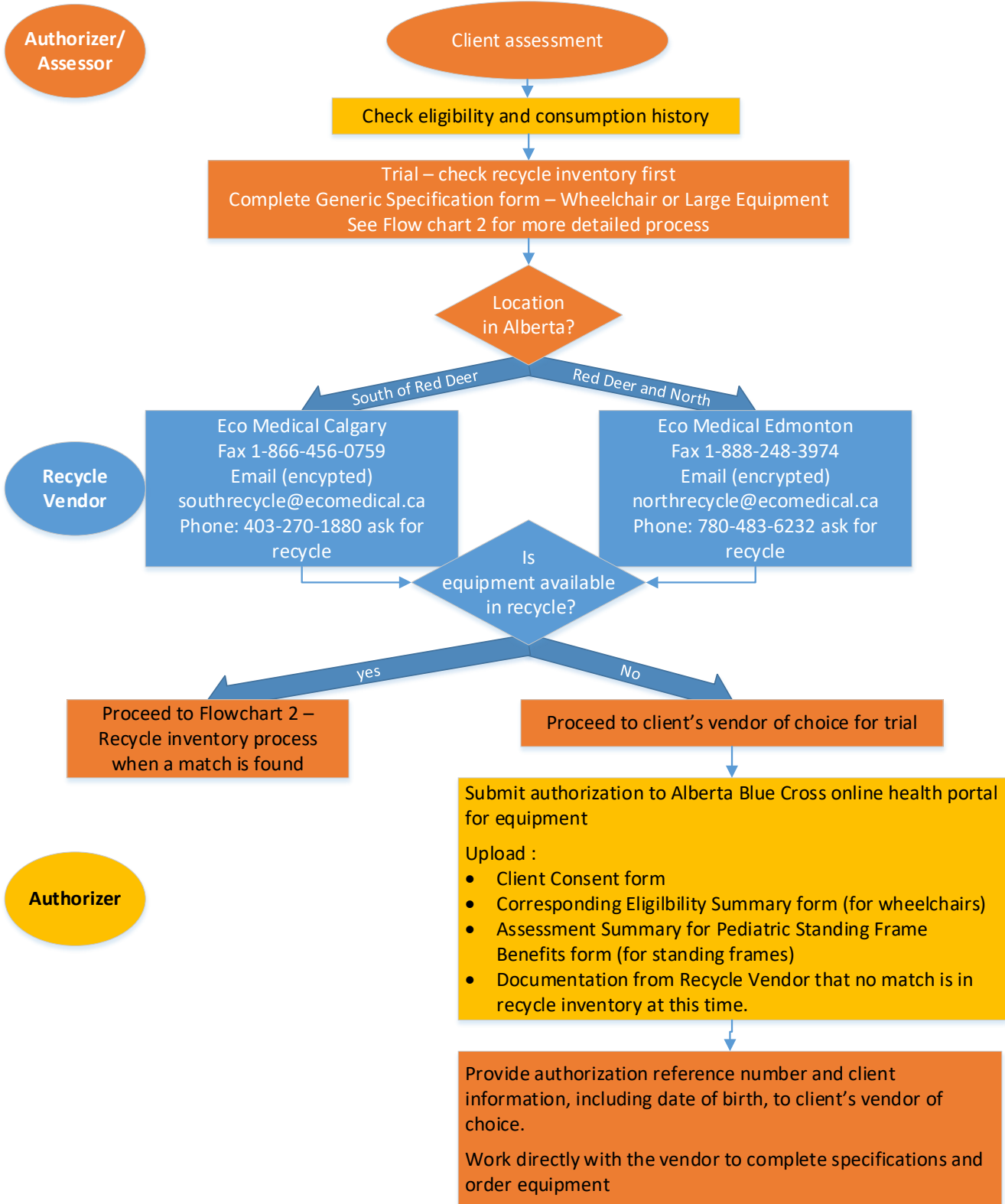
Returning equipment

All AADL-owned recycle equipment must be returned to the AADL recycle vendor. Backrests, headrests that are provided with the wheelchair and footrests are expected to be returned with the equipment. Non-recycle equipment, such as cushions, seating products and slings, are not returned to AADL.

Organizations or authorizers who require donation chairs, or those with wheelchairs five years or older or that can otherwise be donated can email the AADL Inventory Management Specialist for assistance.

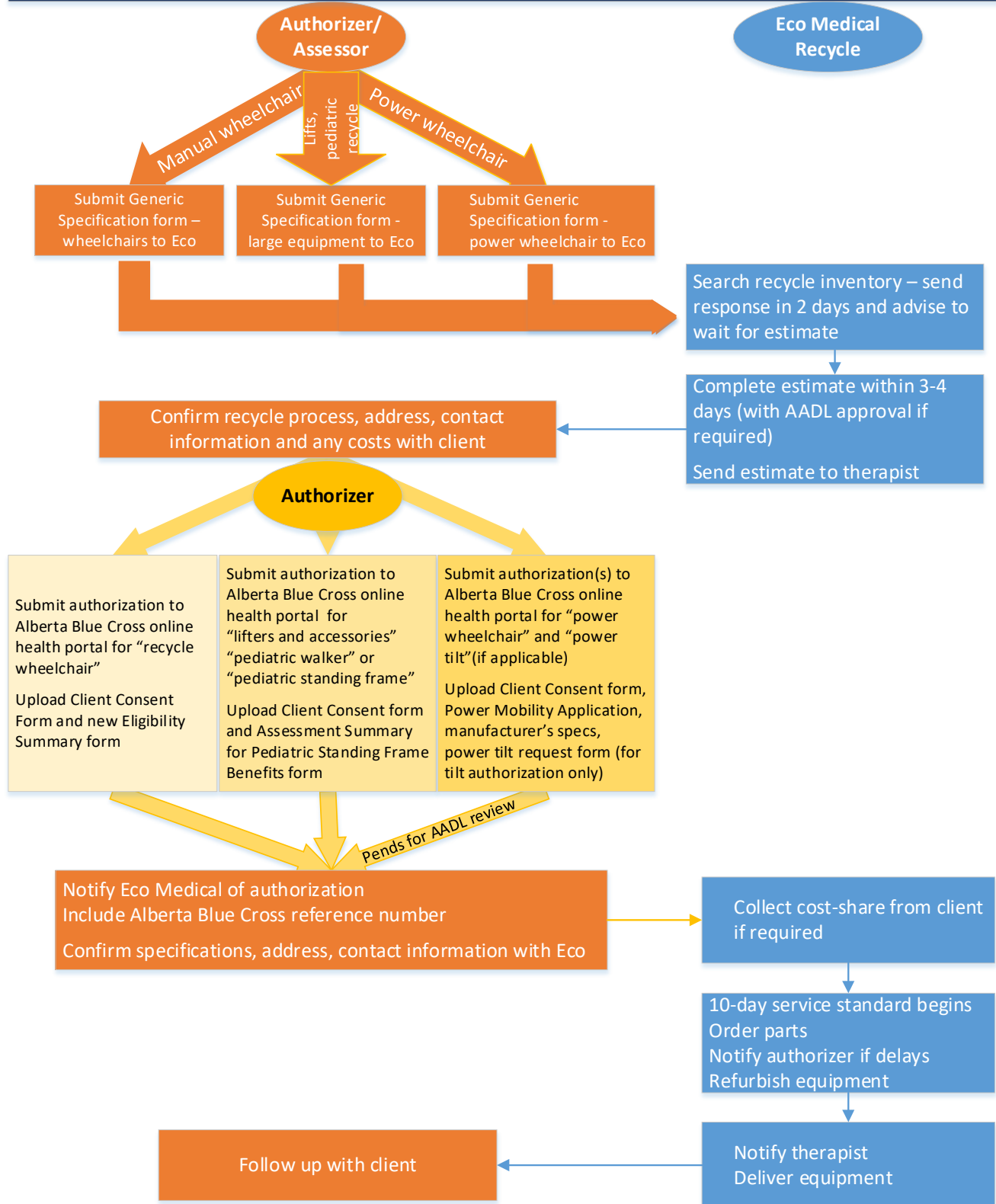
Flow chart 1: When to use the recycle inventory – Process

First Steps/ Initial Process
 Category A, tilt-In-space, heavy duty wheelchairs, lifts, pediatric walkers, pediatric standing frames



Flow chart 2: Recycle inventory process when a match is found

Recycle process when a match is found – Manual wheelchairs, large equipment and power wheelchairs



Generic specification forms

Note that there are **three versions** of the Generic Specification form: Wheelchairs, Large Equipment (lifts and pediatric recycle) and Power wheelchairs. Authorizers should ensure forms are completed in full. The comments section may be used for any additional information.

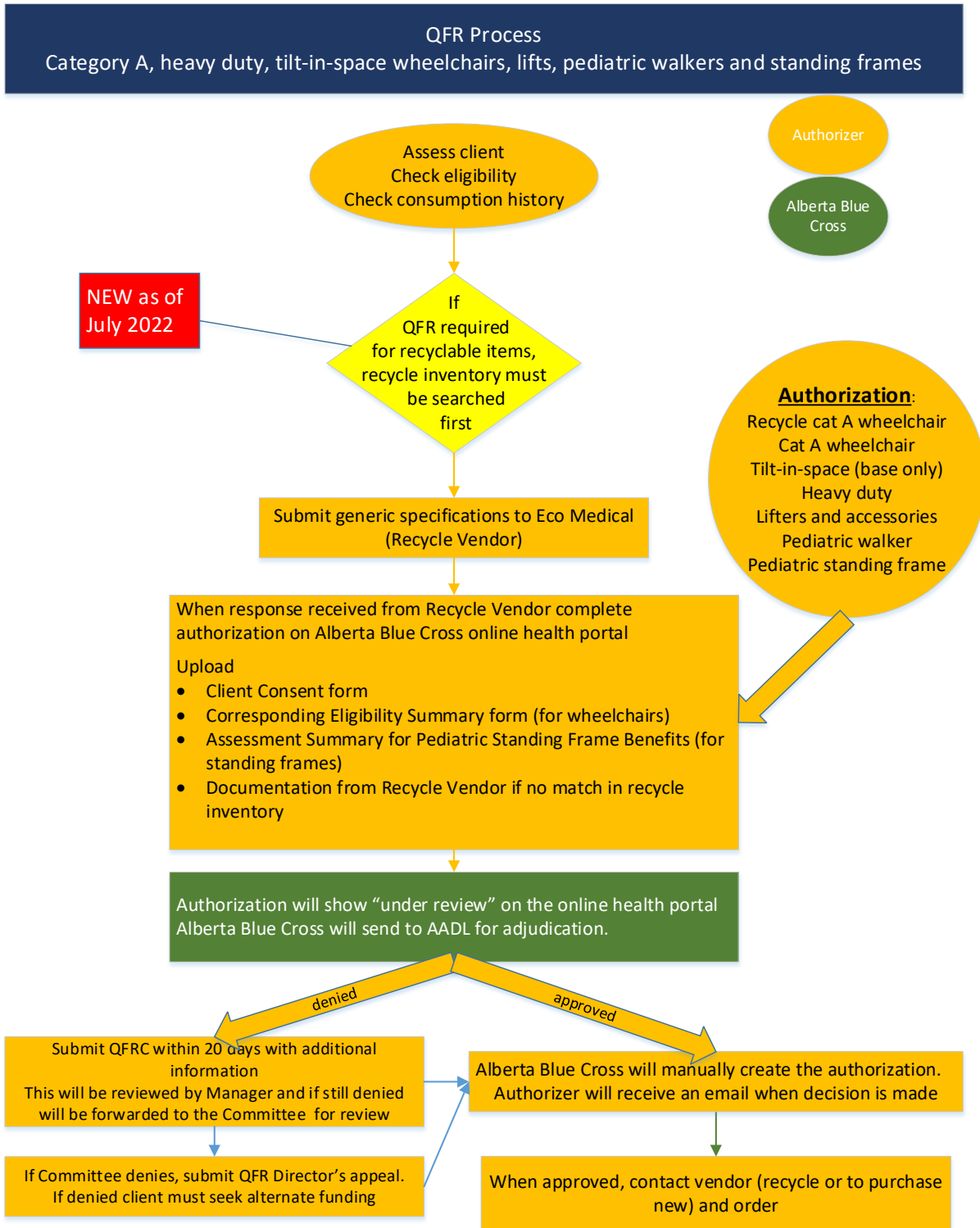
Alberta Aids to Daily Living Program Generic Specification Form Wheelchairs Fax to Eco Calgary 1-866-456-0759 Fax to Eco Edmonton 1-888-248-3974

<p>Complete address in full (including postal code) or confirm address on online health portal is correct</p>	Client Information				<p>May not be the client, so ensure it is correct</p>
	Client Name	Date of Birth	Client PHN	Date	
<p>Check off appropriate box. If palliative, follow up with Eco Medical as needed</p>	Delivered to (circle): home facility home care office seating clinic				<p>Who do you want Eco Medical to contact? Make sure to fill that in</p>
	Delivery address:	cost share	cost share exempt	client/contact phone number	
<p>Do not leave sections blank – if there are more than one acceptable choice, circle or check off all that apply</p>	Authorizer/ assessor Information				<p>Note information required for internal transfer</p>
	Authorizer name and Auth #	Email	best phone number		
<p>Do not leave sections blank – if there are more than one acceptable choice, circle or check off all that apply</p>	Internal transfer, Palliative, Recycle Only				<p>If going to seating clinic and you do not need</p>
	<input type="checkbox"/> Palliative <input type="checkbox"/> Internal transfer	<input type="checkbox"/> Recycle only s/n _____	Internal transfer: fill out make and model and add to comments below the previous client name, PHN and DOB		
<p>Only order if clinically justified</p>	Preferred make and model (fill in)				<p>Only check if specific type is required</p>
	Catalog #	Make	Model	Second choice model	
<p>Add any additional requests or information here</p>	Required features (fill in). Recycled chairs will come with urethane castors and tires. If more than one feature is acceptable, check all that apply.				
	seat width (inches) 20" 22" 24"	seat depth (inches)	back height (inches)	seat to floor height (in)	wheel size (inches) 20" 22" 24"
<p>Comments:</p>	armrests (circle) full desk				
	footrest degree 60 70 80 90	brakes push pull	foot plates (pick one) aluminum does not matter	foot rests (pick one) footrest elevating legrest articulating legrest	hand rims (pick one) plastic coated stainless/ chrome/ alum. does not matter
Client measurements /function (remember to consider height of cushion and favorite shoe when determining STF)					
client weight	back of knee to heel	arm propeller Yes No	foot propeller Yes No	Options - antitippers and auto seatbelt will come with all AADL recycle chairs	
adjustable tension back armrest - flipback heavy duty pkg(circle) 1 2 3 pneumatic castors					
adjustable axle plate armrest - single/T arm heel loops pneumatic tires					
amputee support armrest - wrap around omit back and headrest projection hand rims					
angle adjustable foot plates brake extensions omit back upholstery quick release axles					
angle adjustable back casters fabric legrest panel omit seat upholstery recline					
set back angle at _____ degrees footboard O2 holder rigidizer bar					
extra large footplates one arm drive L or R (circle)					

Flow chart 3: Quantity and frequency review (QFR) process

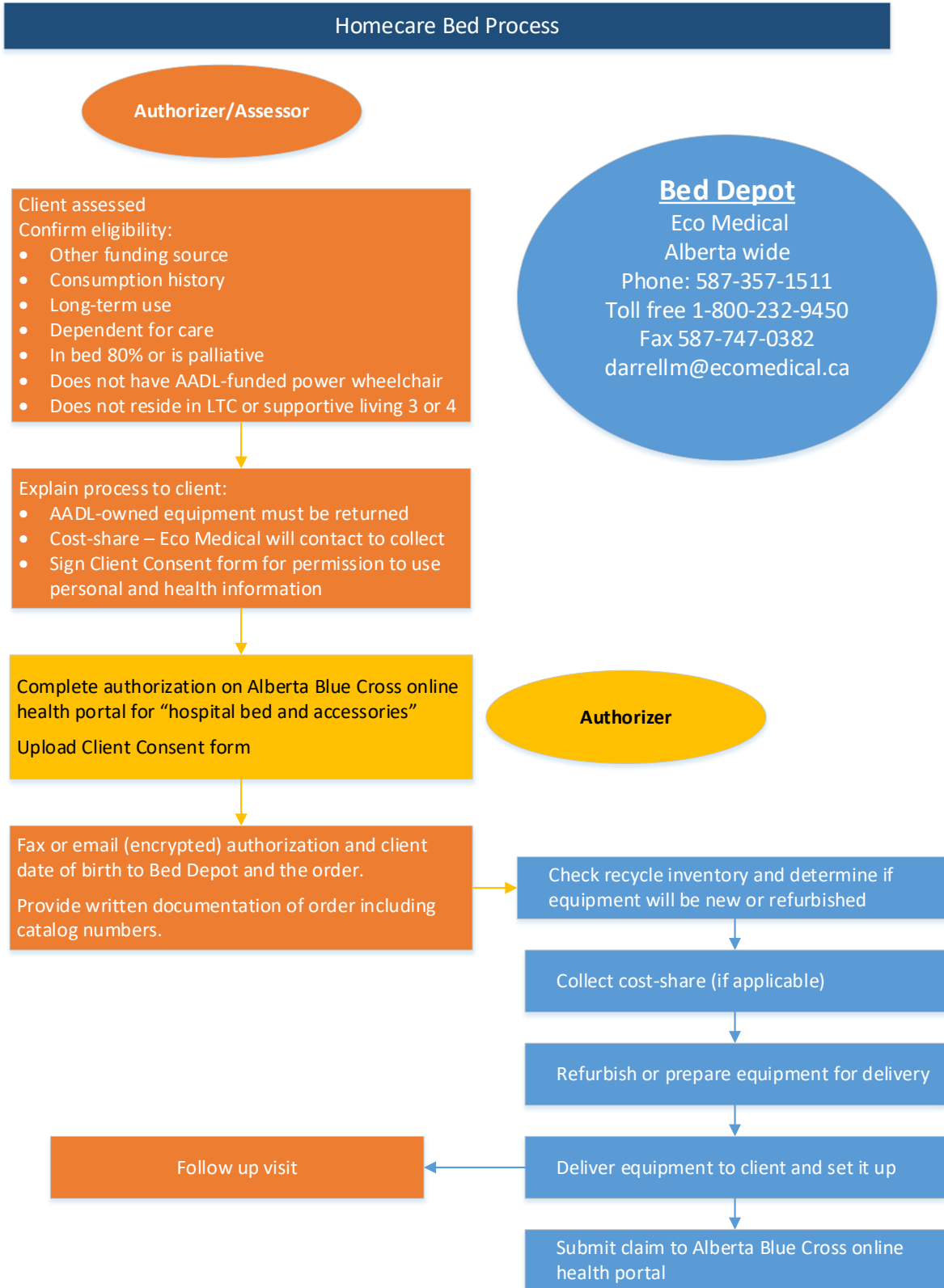
Note that a quantity and frequency request is now required for pediatric growth and changing from a standard wheelchair to a tilt-in space wheelchair. A quantity and frequency review is not required when the product is older than the frequency period. To replace equipment older than the frequency period, the product must not be cost effective to repair or the client's condition has changed.

Once the quantity and frequency review request is approved, you **do not** need to submit another authorization. Alberta Blue Cross will create an authorization from an approved quantity and frequency review.



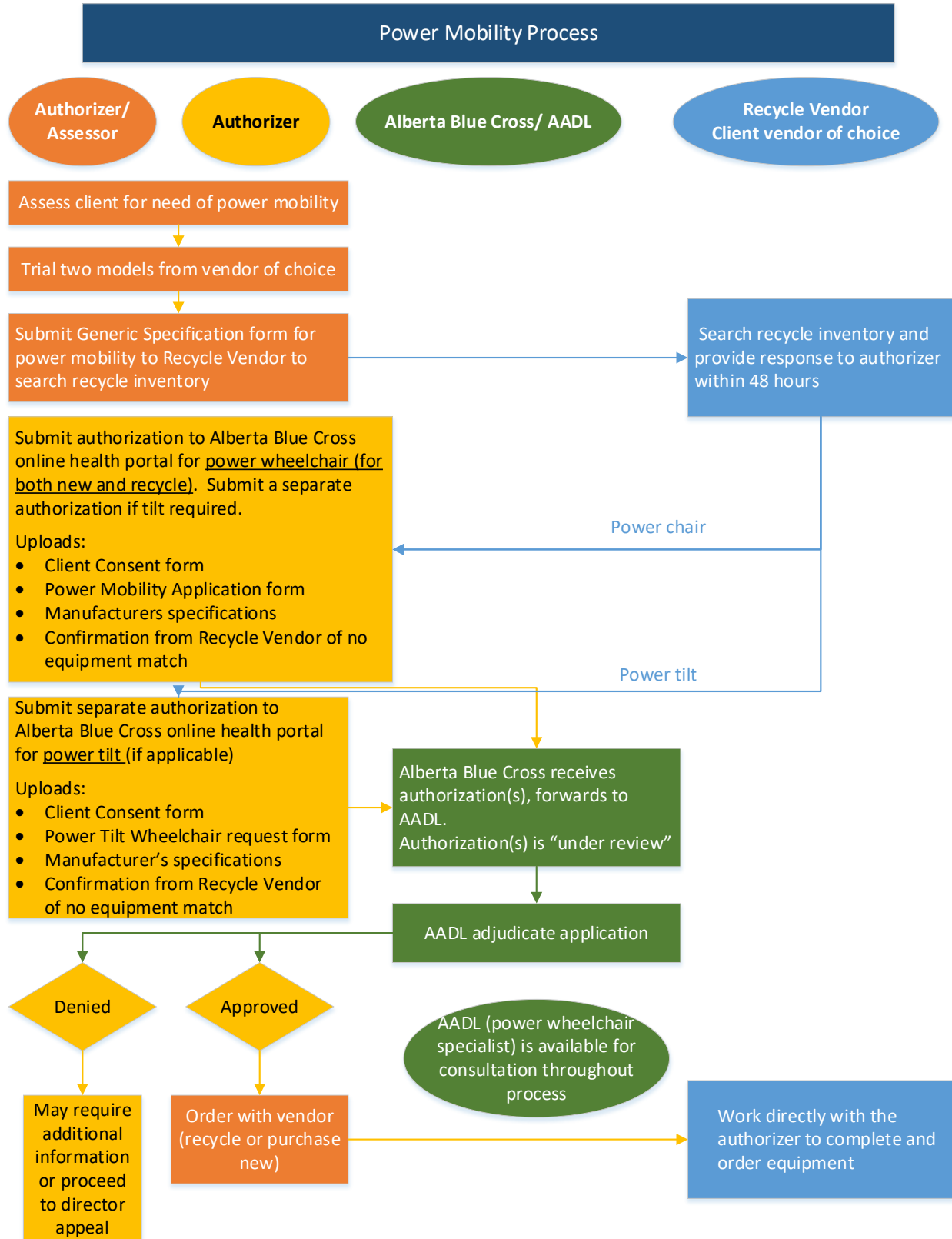
Flow chart 4: Homecare bed authorization process

An authorization for “homecare beds and accessories” covers the bed, mattress and any accessories. Authorizers must inform the bed depot of the authorization, including the reference number and specific client requirements, and provide written documentation and client information, including date of birth and correct address, as part of the authorization.



Flow chart 5: Power wheelchair authorization process

There are **two new changes** to authorizing power wheelchairs. First, authorizers are required to check the recycle inventory for a suitable chair prior to submitting an authorization. Second, there is now a Generic Specification form for power wheelchairs that you use to check recycle and accompany authorizations when a match is found.



Flow chart 6: Category B, C and seating authorization process

Category B, C and Seating Authorizations

