



*National Coalition For Assistive & Rehab Technology*

## CRT Industry Connecticut Presentation

November 2, 2023

# Agenda

- Welcome
- Repair Process
- Company Information
- Top 5 Repairs
- Inventory
- Prior Authorization Data
- Challenges
- Industry Improvements and Investments
- Repair process transparency examples
- Fixes to Reform the System

# Repair Process

1. Intake from customer to gather initial information: type of equipment, problem/symptoms, insurance/payment details.
2. Provider verifies Insurance and equipment details, documentation, and prior authorization requirements:
  - a) Age of equipment/possible warranty coverage
  - b) Initial equipment provider source
  - c) Initial equipment funding source
  - d) Documentation on file for equipment
  - e) Prescription requirements of health insurance plan
  - f) Prior authorization requirements of health insurance plan
3. Provider schedules repair assessment appointment and works with customer on scheduling initial assessment using one of these options:
  - a) First option – perform remotely if available technology and access is available
  - b) Second option – perform at the wheelchair provider’s location to render next quickest service
  - c) Third option – perform at the consumer’s location if that is the only workable option; we estimate that over 90% of repair services are provided at the customer’s home or similar location which limits daily repair tech capacity 50%

# Repair Process

4. Provider identifies potential loaner equipment needs and determines if provider is able to meet the customer needs. (Note: Complex rehab wheelchairs are highly individualized.)
5. Repair Technician assembles needed tools and equipment/item.
6. Repair Technician travels to consumer.
7. Repair Technician performs assessment and/or repair (steps dictated by health insurance requirements):
  - a) Disassembles equipment as needed
  - b) Identifies needed repair
  - c) Identifies likely cause of problem (defect, negligence, wear and tear)
  - d) Consults with manufacturer as needed
  - e) Reassembles equipment and/or perform repair

# Repair Process

8. Repair Technician completes documentation of work and next steps.
9. Repair Technician submits documentation of work to customer service.
10. Provider compiles documentation records and submits to health insurance plan for prior authorization, obtains prescription (if needed), continued need attestation (if needed), and obtains prior authorization (if needed).
11. Provider receives prior authorization; if it is initially denied, provides additional follow up.
12. Provider pulls needed parts from inventory or orders parts from manufacturer.
13. Provider receives part from manufacturer.
14. Provider schedules return appointment with customer.
15. Repair Technician returns to complete repair.
16. Repair Technician submits documentation to customer service
17. Provider submits primary and secondary billing and follows up through payment.

# Warranty Repair Process

1. The wheelchair provider makes an initial assessment if the repair will be covered under a manufacturer warranty:

- If it appears to be a warranty issue (product defect), the provider supplies detailed information to the manufacturer so the manufacturer can determine whether the issue is covered by the warranty. This may involve additional time to ship the part to the manufacturer who may need to inspect the part to determine the cause of the problem.
- If it does not appear to be a warranty issue, the customer is notified and the “non- warranty” repair process would follow in compliance with the customer’s health insurance requirements to secure funding for the repair.

# Questions

# Misconception from previous meetings

- Number of technicians- Employed Staff Member that provides both in location service and on the road service.
- NuMotion-
  - Technicians- 14
  - Open Position- 1
- NSM
  - Technicians- 14
  - Open Position- Fully Staffed as of 8/2023
- Market Share- Estimated
  - NuMotion- 47%
  - National Seating and Mobility- 45%
  - Others (Home Health Pavillion and Agawam (W. MA.))- 8%



# Company Information

- Corporate Locations- Both companies based out of Nashville, TN.
- Connecticut location-
  - NSM- Newington, Niantic
  - NuMotion- Rocky Hill
- Number of Years in Business
  - NSM- 30 years
  - NuMotion- 40 years

# Company Information

- Complex Rehab Customers Product Mix- NSM
  - Manual Wheelchairs- 34%
  - Power Wheelchairs- 60%
  - Other- (Ancillary Equipment)- 6%
- Complex Rehab Customers Product Mix- NuMotion
  - Manual Wheelchairs- 33%
  - Power Wheelchairs- 27%
  - Other- (Ancillary Equipment)- 40%

# Company Information

- Payer Mix-NSM
  - Private/commercial 56%
  - Medicare 20%
  - Medicaid 23%
  - Other- 1%
- Payer Mix- NuMotion
  - Medicare & Medicare Advantage- 38%
  - Medicaid- 37%
  - Private Insurance- 25%
- Percentage of Repairs vs. New Equipment-
  - NSM- 47%
  - NuMotion- 58%

# Company Information

- Number of Technicians
- NuMotion-
  - National- 572
  - CT. Technicians- 14
  - CT. Open Position- 1
- NSM
  - National- 485
  - CT. Technicians- 14
  - CT. Open Position- Fully Staffed as of 8/2023
- Technician Compensation includes benefits
  - National Average- \$20- \$40/hour
  - Connecticut Average- \$34- \$43/hour
    - Factors- experience, geographic location, # of years with the company, cost of living

# Company Information

- Technicians provide both in shop and in home repairs
- What percentage of your overall consumer requests for service are assessed virtually? Of those, what is the percentage that are resolved?
  - Success remote evaluation is defined by us as the following:
    - able to connect and view client's equipment,
      - assess what the issue is
      - either able to fix with client remotely or order needed part and save a step in repair process.
  - 20% of consumers utilize the remote option
    - 18% average that had the issue resolved
      - If Remote repair does not resolve the issue, it does allow the Prior Authorization process to begin without an in home evaluation

# Company Information

- Repair requested response time from consumer to the time they are directly responded to by your company?
  - Requests can be called in or placed via the website
  - Average- Same day excludes if call left in voicemail over the weekend/holiday
  - Both companies have been hiring more customer service staff
- How long is it from the time the need for an assessment (in-person or remote) of CRT is identified and is then conducted?
  - Pre-Covid- Remote-1-3 days, In Shop- 1-3 Days, In Home- 14- 21 days
  - Post Covid- Remote- 2-4 days, In Shop- 2-4 days, In Home- 24-27 days

# Company Information

- How long is it from receipt of parts to installation on consumers wheelchair?
  - Parts are ordered immediately once prior authorization is approved
  - Pre Covid- Average- In Shop 1-3 days, In Home- 14- 21 days
  - Post Covid-Average- In Shop- 2-4 days, In Home- 25- 27 days

# Company Information

- For repairs that require prior authorization, how long is it from the time prior authorization is granted by the payer and the time a repair is completed - broken down in-shop vs. in-home repairs?
  - Average Number of days to receive PA- 8 days- pre covid same
  - Part is ordered immediately after prior authorization is received- pre covid same
  - Average Number of days to receive part if in stock- 3-5 days- pre covid same
    - Parts back orders due cause delays in Average- up to 21- 28 days for specific parts (EX: microchips)
  - Pre Covid- Average- In Shop 1-3 days, In Home- 14- 21 days
  - Post Covid-Average- In Shop- 2-4 days, In Home- 25- 27 days



# Company Information

- For repairs which require prior authorization and parts are ordered and received, how long is it from the time both of these have been accomplished to completion of the repair - broken down in-shop vs. in-home repairs?
  - Pre Covid- Average- In Shop 1-3 days, In Home- 14- 21 days
  - Post Covid-Average- In Shop- 2-4 days, In Home- 25- 27 days

# Company Information- Costs

## ■ Analysis of Top Parts Costs

- Below is only Parts costs- does not include truck cost, tech cost, travel cost (multiple trips), support staff cost, overhead, and administrative costs
- Other payers pay at percentage off Medicare or Medicaid

Top 5 Complex Rehab Repairs				
HCPC	Description	CT MCD	Medicare	Cost Avg.
E2361	22 NF sealed lead acid battery	\$ 119.97	142.07-159.87	\$ 140.00
E1028	swing away hardware	\$ 128.10	173.30-236.60	\$ 87.00
E2374	joystick interface	\$ 431.22	583.50-612.30	\$ 138.00
K0019	armpad replacement	\$ 13.92	16.50-19.72	\$ 12.00
E2365	U-1 sealed lead acid battery	\$ 96.34	97.82-128.56	\$ 110.00

# Company Information- Inventory

- Both companies invested in inventory management systems to control inventory for potentially 75,000- 85,000 parts SKU's (all manufacturers)
- Common Parts at Branch consists of:
  - Batteries – ordered weekly based on min /max levels and weekly cycle count
  - Chargers – ordered weekly based on min /max levels and weekly cycle count
  - Arm Pads – basically for manual chairs as a vendor offers a universal arm pad that fits different manufacturers...ie Quickie, Ki Mobility, etc.
    - Power Wheelchair arm pads are more complex so no standard available to stock
  - Seatbelts (various sizes) – ordered off min/max levels
  - Headrest – ordered off min/max levels- many specialty items available to best address the consumer's medical need
  - Casters – basic manual chair stock ordered off min/max levels
    - Complex Manual & Power Wheelchair casters are model specific so no standard available to stock
- Majority of Custom Rehab parts must be ordered from the manufacturer- Average shipping lead time is 3-5 days

# Payer Prior Authorization Data

- Payer Requirements- Prior Authorization for Repairs
  - Medicaid- anything over \$1,000 and anything that has a Misc. or Individual consideration code
  - Medicare- No Prior Authorization for Repairs
  - Insurance
    - United Healthcare- 7-9 days
    - BCBS of Connecticut- 6-10 days
    - Aetna- 5-7 days
    - Patient- 1 day
      - Still required to see the customer twice
    - Approval rate-98% for prior approval requests

# Biggest Challenges

- There remain supply chain issues- outside supplier control
  - 3-6 month wait for parts starting in Summer of 2022- created large backup
  - Shortages for certain parts- EX: Microchips
- There are still labor issues with finding good people who want to work- outside supplier control
- Prior Authorization Requirements- 98% approved the first time
- The PHE has created a backlog that we are working through that are affected by:
  - A system that has been inefficient in the past, but PHE broke the system
  - Contractual requirements by payers
- Inadequate payment for repair services- Travel, assessment time are not covered

# Questions

# The industry investments to speed up the repair process

- Invested in Customer Access Tools
  - Remote technology
  - Increase the number of Customer Service staff to answer phone calls
  - Expand Call Center Hours
- Invested in More Efficient Call Routing System
- Invested in Customer Website to allow more options for service requests beyond just phone calls.
  - Customer Website allows for online tracking of orders and provides estimate times for steps
  - Status updates by process step available online

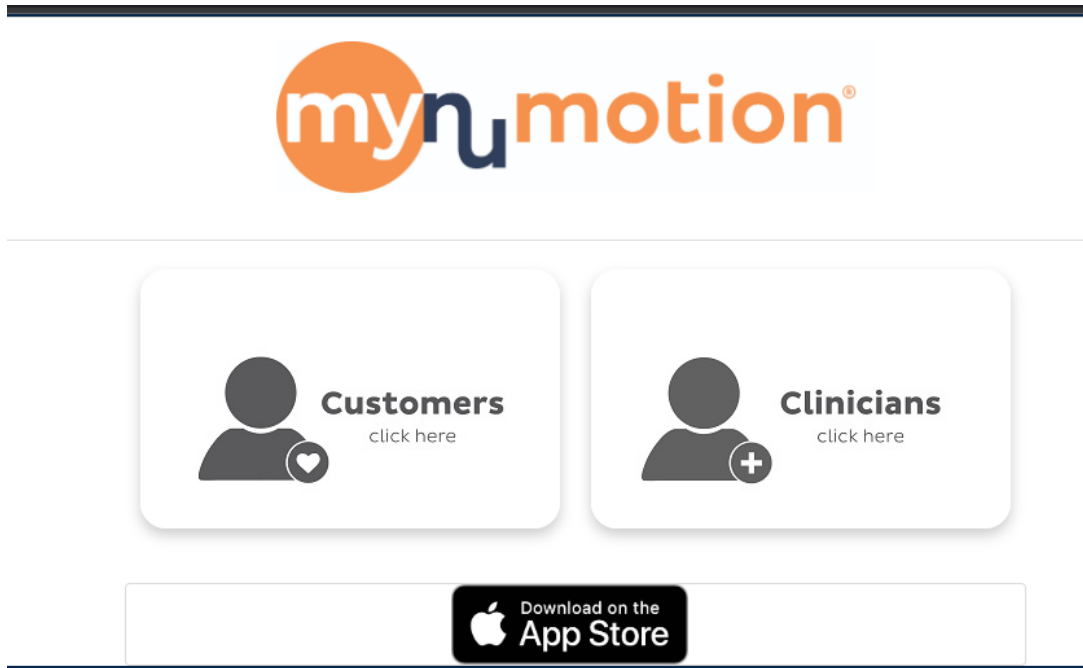
# The industry investments to speed up the repair process

- Piloting expanded repair hours- in shop
- Invested in Inventory Management System to control very large parts inventory. The system allows for automatic ordering based minimum levels in stock at branch.
- Evaluating all process
  - Provider process for handling escalations
  - Leader intervention levels

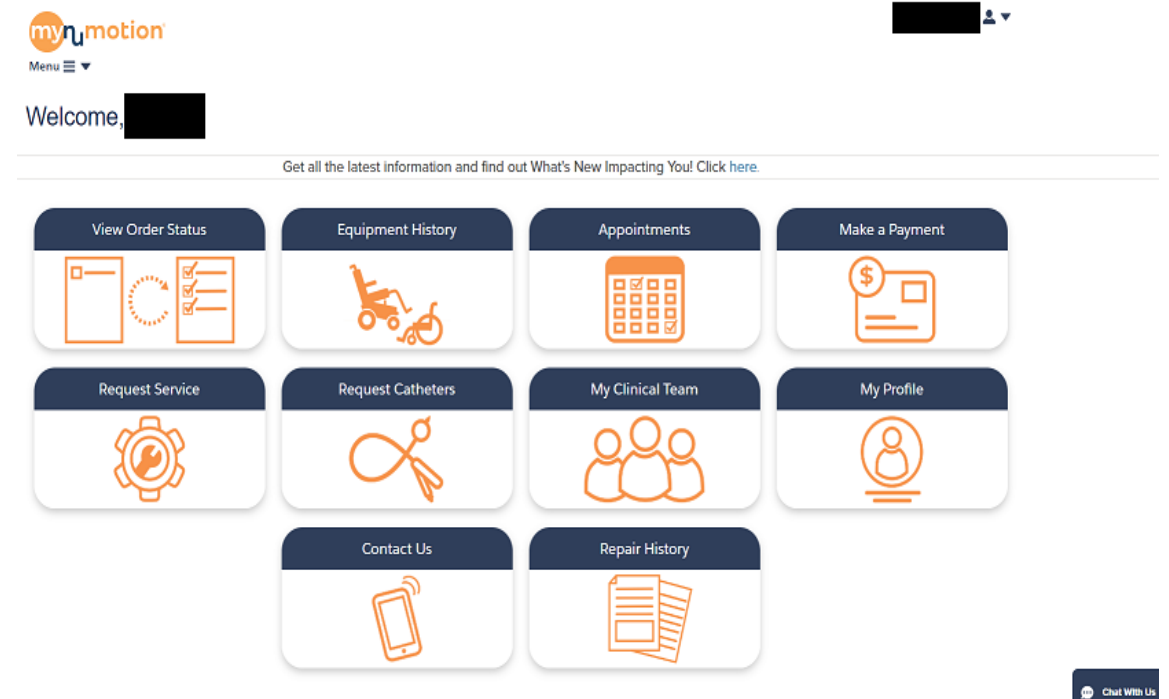


# Repair Request and Order Transparency

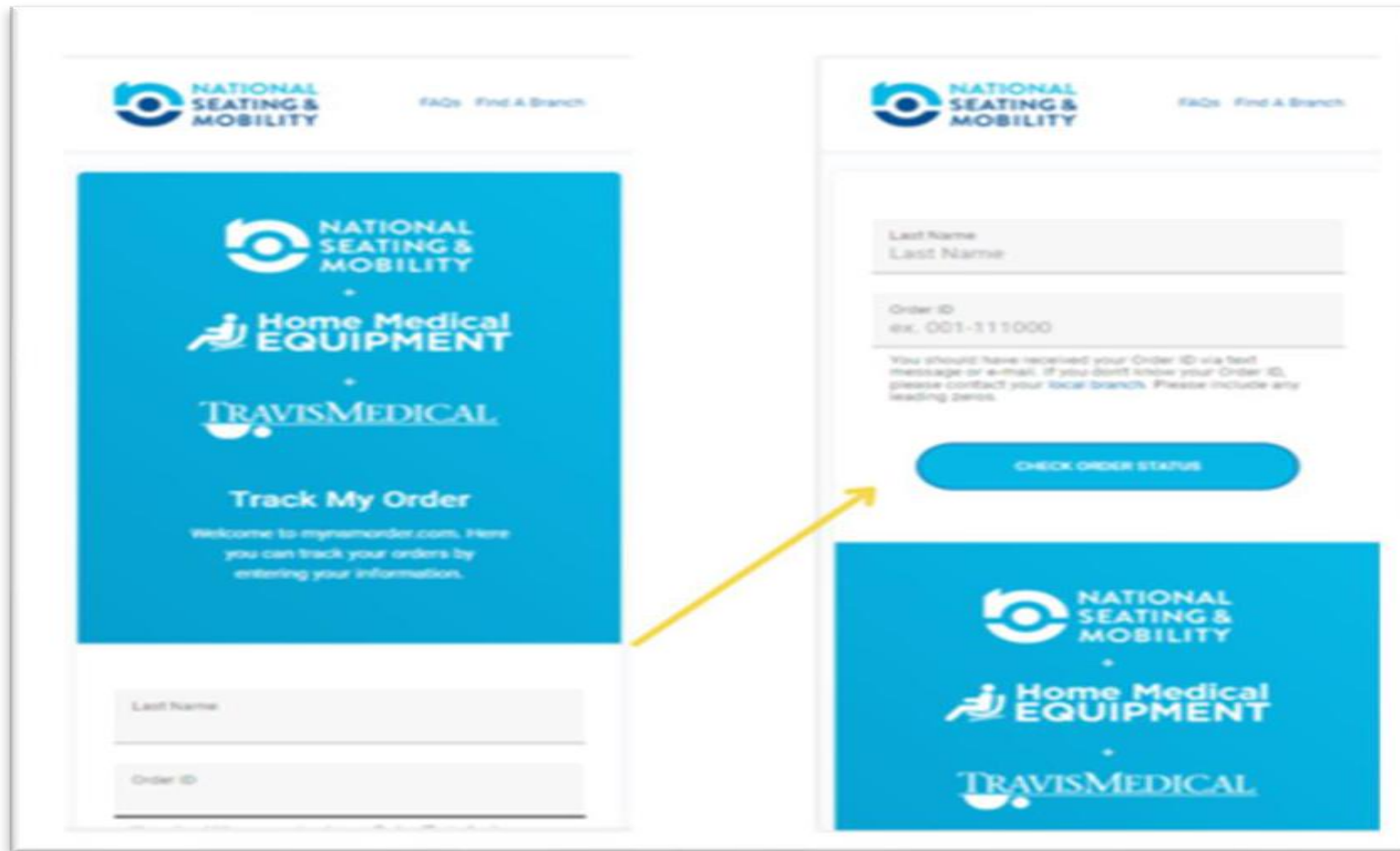
## Landing Page



## Menu



# National Seating & Mobility Landing Page



# Repair Request and Order Transparency

## View Order Status

mynumotion

Menu

### View Order Status

Order #	Order Status
	<p><b>0</b></p> <p><b>Evaluation</b> Medical Docs Funding Equip Ordered Assembly Delivery Complete</p> <p><b>Order Status:</b> At this initial stage of your order, our team will be working with you and your therapist to complete the custom configuration of your mobility equipment. We are also following up with your insurance provider to verify your insurance coverage.</p> <p><b>Order Type:</b> New Equipment</p> <p><b>Equipment Type:</b> Power Wheelchair</p> <p><b>My Alerts</b></p> <p>You don't have any notifications for this order.</p>

[Click here to set your order notification preferences.](#)

ATP - Amy Vacek  
573-443-2212  
3010 David Drive Columbia MO 65202-2685

Customer Support - Julie Brinegar  
573-443-2212  
3010 David Drive Columbia MO 65202-2685

Request Order Information

## Equipment History

mynumotion

Menu

### Equipment History

Model	Serial Number	Manufacturer	Purchase Date
Jazzy Select Elite 2S-SS		Pride Mobility Products	06/19/20
MWC			08/22/20
MWC			01/01/20
PWC			09/01/20
Roho		Roho	
TiLite Aero Z Manual Wheelchair		TiSport	05/09/20

Interested in something new?  
Complete this form and we'll contact you.

\* Please describe the type of product you are interested in:

\* Preferred Contact Method  
Please make a selection:


\* Primary Insurance Provider  
Please make a selection:

\* Have you already made an appointment with your physician regarding this equipment?  
Please make a selection:

\* Are you currently visiting an occupational or physical therapist?  
Please make a selection:







Next

# NSM Order Status Page

 [FAQs](#) [Find A Branch](#)

[← Back to Search](#)

\*Client Details Removed for Training

<b>STEP 1</b>  EST. COMPLETION 2/11/2022	<b>STEP 2</b>  2 - 8 WEEKS	<b>STEP 3</b>  2 - 8 WEEKS
<b>STEP 4</b>  2 - 6 WEEKS	<b>STEP 5</b>  1 - 3 WEEKS	<b>STEP 6</b>  COMPLETE


[DOWNLOAD YOUR WELCOME PACKET](#)

EST. COMPLETION: 2/11/2022  
CURRENT STATUS

### Preparing Your Order







Your National Seating & Mobility team will be evaluating and designing a mobility solution to fit your needs.

If any of your contact and/or insurance information changes, please contact your servicing NSM branch immediately. If not

 [FAQs](#) [Find A Branch](#)

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\*Client Details Removed for Training

<b>STEP 1</b>  COMPLETED 1/26/2022	<b>STEP 2</b>  EST. COMPLETION 3/23/2022	<b>STEP 3</b>  2 - 8 WEEKS
<b>STEP 4</b>  2 - 6 WEEKS	<b>STEP 5</b>  1 - 3 WEEKS	<b>STEP 6</b>  COMPLETE


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EST. COMPLETION: 3/23/2022  
CURRENT STATUS

### Collecting Insurance Documentation







We are working to collect the documents required by your insurance provider or funding source to get your order submitted for approval.

If any of your contact and/or insurance

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\*Client Details Removed for Training

<b>STEP 1</b>  COMPLETED 1/28/2022	<b>STEP 2</b>  COMPLETED 2/3/2022	<b>STEP 3</b>  EST. COMPLETION 3/31/2022
<b>STEP 4</b>  2 - 6 WEEKS	<b>STEP 5</b>  1 - 3 WEEKS	<b>STEP 6</b>  COMPLETE

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EST. COMPLETION: 3/31/2022  
CURRENT STATUS

### Awaiting Insurance Approval

Our team has submitted all of the required documentation to your insurance provider or funding source and we are awaiting authorization from your payer to provide your equipment.

We will follow-up with your insurance

# Repair Request and Order Transparency

## Appointments



Menu

Appointments

November 2023

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	01	02	03	04
05	06	07	08	09	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	01	02

Viewing appointments for Nov 6, 2023  
[Click to view all appointments](#)

Type	Date	Time	Location
Evaluation	11/6	PM	

\* This calendar may not be inclusive of all appointments with your clinician.

[Find your nearest Numotion location](#)

## My Clinical Team



Menu



My Clinical Team

Doctor: Allison  
Doctor: INDUI  
Doctor: Karer

My Numotion Team

ATP - Amy Vacek  
573-443-2212  
3010 David Drive Columbia MO 65202-2685

Customer Support - Julie Brinegar  
573-443-2212  
3010 David Drive Columbia MO 65202-2685

# Fixes to Remove Barriers for all CT. Consumers

- Remove Prior Authorization (PA) for Repairs Only- For useful life
  - Original Prescription valid for all payers for 5 years- useful life of equipment
    - Equipment has already been deemed medically necessary
  - Eliminate need for prescription or statement of continued need
    - Delays with physician offices eliminated
  - Increase number of items that have no PA requirement
  - Set Pricing Structure for Individual Consideration (IC) Parts
- Cover and pay for repairs to consumer owned back up chairs to utilize for loaners
  - MA. Medicaid is covering this solution

# Fixes to Remove Barriers for all CT. Consumers

- Request Consumer Groups partner with the industry to offer education and encourage consumers to utilize remote technology and in shop repairs- we will continue to offer in home when needed
  - Use Remote repair when available
  - Use Websites to track repair orders and use help buttons on website for questions
  - Educate about the speed of in shop repairs- when applicable
- Payers cover and pay for transportation to and from the service locations for quicker service- We will always offer in the home repair, but customers should have the choice, but can receive very quick service in location.
  - Number of In location repairs per day- 8
  - Number of In home repairs per day- 4-5

# Fixes to Remove Barriers for all CT Consumers

- Cover and pay for consumers to maintain equipment specific inventory of parts so that they can then repair items for their specific chair
- Cover and pay for Preventative Maintenance (PM)- PM check each year
  - Minimum to meet manufacturer suggested preventative maintenance scheduled
- Allow the industry a reasonable time period to implement the fixes to these problems.
  - We propose the industry submits a monthly report with metrics and monthly meetings with all stakeholders to show progress and identify areas of improvement.



# Questions