NATIONAL SEATING & MOBILITY

AGS Escalation Policy   Policy F-1500

Department(s)	Funding
Effective Date	April 1st, 2023
Version Number	4
Last Review	February 11th, 2025

Scope

All National Seating & Mobility policies and procedures apply to all owners, directors, officers, and employees of NSM and all related entities equally unless otherwise indicated.

Purpose/Policy Introduction

It is important that we follow an appropriate and consistent process to elevate funding related concerns, issues, and questions related to our teamwork and partnership with AGS.

Policy

Once we've identified a trend or concern, it is important to follow specific procedures to report these opportunities. By reporting validated concerns, the team then uses this information to ensure necessary steps are taken to improve the process.

Procedure

Elevating Past Due Orders

When a client, therapist or referral source elevates a concern that there is a delay in their order, the following steps should occur:

1. Validate that the order is currently in funding.

2. Confirm that the order is a Dual order and is not an NSM only order.

3. Review the order and confirm that there is not an Action Required request currently open for the queue that the order is currently in. This can be found on the PERF tab.

4. Validate that the order is critically aged greater than 5 business days from the last action for the current queue, or 3 business days from the last date of Funding Action Required Closed date.

5. Complete the AGS TRACKING FORM to escalate the order. Complete all pertinent steps outlined in the form and all pertinent fields to ensure the concern is addressed most effectively.

6. The order will be assigned and worked within 48 business hours or provide feedback as to why the order cannot proceed forward and what additional action is required before action can be taken.

Identified Issues, Trends, Training Opportunities, and/or Payer Updates

In these scenarios, the following steps should occur as necessary:

1. The reporting party is to note the work order factually and professionally with the specific concern.

2. The reporting party is to determine the urgency of the error.

   a. For non-urgent concerns, the work order note, and any additional details, are to be sent via email to the location's direct Funding Supervisor.

   b. For urgent concerns, a call is to be made to the location's direct Funding Supervisor for immediate action.

3. The Funding Supervisor will validate the information reported and validate the tools and resources used by our teammates to ensure the cause of the error wasn't due to outdated or missing information.

   a. If it is identified that an error occurred as a result of an NSM team member, the Funding Supervisor will provide re-education and have the order updated appropriately.

   b. If the error could have occurred as a result of a tool or resource, such as the payer's UPD not being comprehensive or updated, the Funding Supervisor will update the UPD or enter a payer ticket to have the UPD updated. This includes what documentation to include in a submission or how to submit to a payer. The Funding Supervisor should also summarize the UPD update when reporting the error so appropriate teammates can be trained.

   c. If it is identified and validated that an error occurred as a result of an AGS team member, the Funding Supervisor will coordinate or make any necessary corrections, when able, so the order will continue to progress forward while reporting the error.

4. To report, after we've validated the issue with the location's Funding Supervisor, complete the AGS TRACKING FORM to escalate the order. Complete all pertinent steps outlined in the form and all pertinent fields to ensure the concern is addressed most effectively. Please include pertinent details, a summary of the action item or trends, and enter separate tickets for as many work order examples as possible.

5. The Funding Leader will follow up with the team member that reported the issue to share next steps and what is being addressed.

6. When sharing any new payer information to our AGS teammates such as payer portal changes or new pay rules, include as much information as possible and a summary of the update when completing the AGS TRACKING FORM.

Note: AGS Associates should not be contacted directly with questions or escalations. NSM leadership helps to provide training, education, and trends to our AGS teammates.

References/Resources

None

Definitions

Term	Definition
Dual Order	An order that has no restricted payers and can be worked by both AGS and NSM
NSM Order	An order that has one or more restricted payers and can only be worked by NSM
Funding Action Required	Found on the Perf tab of a work order, an open action item required to be taken and completed by an NSM employee before the next step can be taken by an AGS associate

Policy History

Creation/Revision/Review Date	Author/Reviewer	Approved by	Description
March 1st, 2023	Funding	Funding/Compliance	Policy Creation
December 6th, 2023	Funding	Funding	Updates to allow easier routing of reporting issues and to clarify repair vs. new equipment parameters.
June 19th, 2024	Funding	Funding	Updated to remove requirement to report 3 or more orders when reporting a trend as trends will now be captured within the team receiving reports.
February 11th, 2025	Funding	Funding	Added new AGS tracking form to policy. Removed the AGS outlook inbox. Removed reference to Centralized Funding Team.