

## Letter of Agreement /Single Case Agreement Process (LOA) (SCA)

At times, NSM may not be contracted with a payer and Payer Relations will need to request a letter of agreement (LOA) also known as a single case agreement (SCA). This document outlines the steps to obtain a LOA/SCA to establish acceptable pricing and an agreement for reimbursement. All steps must be followed and the LOA/SCA must be received **prior to purchasing and delivery.**

### To Request a LOA/SCA:

Create a Payer Relations PSP ticket via <https://wnsm.com/Departments/Payer-Relations/Home.aspx> and include the following information. All items below are **REQUIRED** at the time of submitting a PSP Ticket.

- Payer name
- Work order number
- Client name
- Contact info for the person or department handling LOA/SCA requests at the health plan (name, email, phone)
  - Attach a copy of the Prior authorization - Must have a written authorization.
- Attach a copy of the NSM quote in one of the following formats:
  - To determine what type of quote is needed, check the UPD fee schedule notes to confirm if payer has established LOA pricing and specific quote format. Example:

#### Critical Files

No critical files have been uploaded for this Fee Schedule.

Rule	Percent of MSRP	Cost Plus Formula	Multiplier
Code Not in Fee Schedule			
Zero Allowable Code	85%		
K0108	85%		
E1399	85%		

#### Rule Notes

• Please add that if the code is not included and approved on the authorization then it should NOT be listed on the quote. • The payer has requested that the Quotes need to reflect our charge amount and the allowable.

- If LOA pricing has been established, submit quote reflecting UCR and allowable.
- If payer is attached to generic fee schedule submit quote at 100% of UCR
- Note: Equipment where accessories are included/bundled in the allowance for the base equipment, bundle pricing into a **single** line item. DO NOT include E1399 line items at \$0. (Example: E8000, all pricing and coding is reflected in the first line item only)

Rifton/Community				
1	Each	Dynamic upper frame - K640 Large Pacer K641	E8000 NU	\$10,846.00
1	Each	Standard base without odometer - K640 Large Pacer K644		
1	Each	Large Arm Prompt Set - K640 Large Pacer K532		
1	Each	Large Chest Prompt - K640 Large Pacer K534		
1	Each	Large Multi-position saddle - K640 Large Pacer K674		
1	Each	Handholds - K640 Large Pacer K519		

For scenarios in which we have **MIRs for delivered equipment** with expired authorizations:

- Funding must secure extended or new prior authorization prior to requesting LOA.
- Once valid authorization has been received, submit PSP ticket requesting LOA following the above steps.
  - If payer will not extend dates or issue a new authorization, Payer Relations is unable to request a LOA and a ticket should not be submitted.

**After submitting the LOA Request, note the ticket number in the work order. The following steps must be followed to process the LOA request and decision:**

Payer Relations Contract Specialist will reach out to the payer to initiate LOA request. PSP ticket will be updated, and email sent to the requester once LOA has been finalized and/or action is required by Funding or the branch.

Below are the scenarios in which the PSP ticket will be updated and the appropriate steps to take to finalize the order:

1. **LOA has been obtained.** Upload a copy of the LOA into the work order and proceed forward with the order.
2. **LOA is not obtained** as we are unable to agree to rates. Notify the client to contact health plan to identify in-network supplier and cancel the work order.
3. **Order has been redirected to in-network supplier.** Notify the client and cancel the work order.
4. **The payer is unresponsive.**
  - a. If after 2 weeks there is no response from health plan, Payer Relations notifies Funding to contact the client asking them to contact their health plan to request they respond to NSM's LOA request.
  - b. After initial client contact, if another 2 weeks passes with no response, Payer Relations notifies Funding to contact the client to discuss options and will close the PSP ticket as unsuccessful. The following options should be discussed in this scenario:
    - i. Seek services from in-network supplier.
    - ii. Cancel the work order due to inability to secure funding.

**Important Notes:**

Some payers may not honor LOA requests, Payer Relations will do our best to secure but it's at the payer's discretion to agree.

It is not uncommon for orders to be redirected to an in-network supplier upon submission of LOA request. As we identify payers that will not consider LOAs, the UPD will be updated to indicate not accept referrals. In these scenarios, a notice will also be sent to branch leadership and RAD advising not to accept referrals for the payer.

If an LOA is unsuccessful, the client is not able to waive benefits or seek alternative funding, they should seek services from an in-network provider.

There is no guarantee we can secure an LOA for orders delivered prior to having a fully executed LOA in hand. **Do not release orders for purchasing or delivery until the LOA process is complete and Payer Relations has sent the fully executed LOA and it is uploaded into the work order.**