Policy F-1200 Discharge Policy

Introduction

National Seating & Mobility provides standard and complex equipment to our clients. At times, a client requires standard equipment to be delivered and set up prior to a discharge home from a facility. These are known as Discharge Orders.

Process

Customer Service or ATP:

- Referral is received via phone, email, or fax. Referral may include initial documentation.
    - If DME order was not received, send DME Order Form (Policy F1200 - Attachment A) to referring facility for immediate completion.
- Open order in Mobility Advisor and complete all required information, including client demographics. Customer Tracking should be set to Discharge, and Revenue Type should be set to FFS or Rental, depending on type of equipment.
- Verify insurance eligibility and benefits.
    - Documentation and authorization requirements can be found in the Universal Payer Database (UPD).
- Scan all received documentation using appropriate titles.
- Add discharge date information to work order by adding a work order note.
- Add equipment to work order using ChairBuilder and/or Branch Templates. When available, utilize branch inventory.
- Add actual evaluation date, ChairBuilder complete date, and ready to process date.
- Schedule a tentative delivery date.

Funding:

Note: In some locations, a discharge CSR may complete the following steps.

- Immediately complete FPNA and validate that insurance plan allows for discharge equipment to be provided without prior authorization. If there are added steps that must first be completed prior to delivery, communicate to branch team, and work together to prioritize.
    - For Medicare, if we have all documentation on file at time of referral, complete final delivery at discharge.
    - For payers that rent equipment and require prior authorization, deliver a loaner until auth is received. A pick-up of the loaner and final delivery will need completed.
    - For payers that only purchase the equipment and require prior authorization, verify that the payer allows billing of Used Equipment. If so, the actual equipment may be delivered

as a loaner until auth is received. A pick-up of the loaner and final delivery will need completed. If not allowed, NSM must deliver actual loaner equipment and deliver the prescribed patient-specific equipment when all required funding is secured and ready to complete Final Delivery. In these cases, the order becomes a regular order, and the Customer Tracking can be updated. *See Policy S-200 Delivering and Billing for Loaner Parts and Chairs for full details and instructions.*

- Verify that Customer Tracking, Revenue type and order type are correct.
- Validate all required documents and request any that have not been received.
- Review documentation for medical necessity taking special care in reviewing Diagnosis Codes to ensure proper qualifications for seating and positioning items are also met.
- Verify if an authorization is required and submit request for discharge authorization to payer.
- Mark the order as a priority and depending on discharge date, manually set follow up for documentation and/or authorization to daily.
- Once FPNA and steps above are complete, immediately release the order to purchase. If documentation is incomplete or PA is required, complete PPQA and CE to Purchase the order.
- If documentation and authorization are unlikely to be received prior to discharge date, communicate with CSR and ATP on need for a Credit Exception or Loaner delivery.
    - *Note: in some cases, loaner equipment can be provided for the client to utilize until final authorization is received. In these cases, the order becomes a regular order, and the Customer Tracking can be updated. See Policy S-200 Delivering and Billing for Loaner Parts and Chairs for full details and instructions.*

Customer Service:

- Issue and receive PO's.
- Enter the scheduled delivery date, ensuring delivery date is within parameters of payer requirements for discharge equipment.
    - *Note: Medicare and payers that follow CMS guidelines usually have a 48-hour rule. Many other payers have 24-hour or at time of discharge rules. Please refer to the UPD for specific discharge delivery rules for the payer.*
- If equipment is being delivered to the facility, add the following note to the Delivery Ticket notes: the equipment was delivered to the client in the facility solely for the purpose of fitting or training the client for the item and that the equipment is for subsequent use in the client's home.
- If loaner equipment was provided, ensure that loaner equipment pick up is indicated on final delivery ticket. *See Policy S-200 Delivering and Billing for Loaner Parts and Chairs for full details and instructions.*

Funding:

- Verify the order for delivery under normal practices ensuring the delivery date is within parameters of payer requirements for discharge equipment.
    - *Note: Medicare and payers that follow CMS guidelines usually have a 48-hour rule. Many other payers have 24-hour or at time of discharge rules. Please refer to the UPD for specific discharge delivery rules for the payer.*
- When possible, obtain a confirmation on the discharge date from the facility/discharge nurse. Request proof of discharge to be sent via email or fax once complete. This can be used for appeals and proof of discharge with the claim.

ATP/RTS/Technician:

- At time of delivery, confirm final discharge date for the client. If discharge date has changed, contact Funding Specialist to determine next steps.
- If equipment was delivered to the facility, ensure that the delivery ticket documents that the equipment was delivered to the client in the facility solely for the purpose of fitting or training the client for the item and that the equipment is for subsequent use in the client's home.
- Pick up any previously provided loaner equipment.
- Complete final delivery, ensuring all required delivery documents are completed.

Loaner Equipment:

- In some cases, loaner equipment can be provided for the client to utilize until final authorization is received. In these cases, the order becomes a regular order, and the Customer Tracking can be updated. *See Policy S-200 Delivering and Billing for Loaner Parts and Chairs for full details and instructions.*
- Loaner equipment cannot be re-delivered as new equipment. If loaner equipment is provided to use, it must be picked up at time that new equipment is delivered. The only exception is if the payer allows for and approves used equipment. In these cases, the claim will be filed with the UE modifier and the Used Equipment reimbursement.
- Loaner equipment may be used as rental equipment. If a piece of loaner equipment is provided to use, it may be picked up and redelivered as rental equipment upon approval.

Tips for a successful discharge program:

- Educate Facility to include in Referral to NSM at minimum 48 hours prior to discharge:
  - All necessary demographics including client name, address, phone, DOB, insurance policies, height and weight, diagnosis, physician, date of expected discharge, etc.
  - Face to Face Progress notes outlining medical need for all items ordered.
  - LMN (If providing K3 or K4 and/or if Progress notes are insufficient).
  - Discharge Order Form or Detailed Written Order itemizing all equipment needed, signed by physician including date of order, length of need, etc. This can also be in EMR (electronic medical record) format.
  - Any Discharges for weekends will be delivered on the Friday prior to discharge.
- Notify facility/discharge planner that NSM will require proof of discharge to be provided at time of or shortly after discharge.
- Potential for MIRs and Write Offs will increase as at times we may deliver prior to having required authorizations.
- Create Chairbuilder templates for most commonly used wheelchairs and accessories.
- Outline process that will work for location based on needs and staffing and create discharge team.
- Identify Inventory and tools needed. Consider utilizing Discharge Order Log if needed.

This policy is intended to cover our most common scenarios. Any scenario or exception that falls outside of these guidelines should be discussed with funding and operational leadership. When appropriate, specific exceptions or alterations can be accommodated to help address rare scenarios that aren't outlined in policy. Should you have any questions regarding a change to this policy, please contact your Regional Funding Director.