Credit Exception Policy   Policy F-900

Department(s)	Branch Operations, Funding, Supply Chain
Effective Date	**September 1st, 2015**
Version Number	**4**
Last Review	**June 24th, 2024**

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 in the best interest of NSM and our clients to secure all funding prior to the delivery of equipment. In some cases, equipment can be purchased and / or delivered before all requirements from all funding sources have been satisfied. A Credit Exception is an approval to purchase or deliver items that have not met the requirements of the NSM Credit Policy.

Policy

It is important that orders are purchased and delivered only after all funding has been secured and all Client Responsibility has been collected or communicated and an agreement to pay has been documented. Credit Exceptions for purchase or delivery should only be approved based on a specific need as listed below.

Procedure

Credit Exceptions for Purchase <u>at</u> or <u>post Submission</u>:

Selecting **Credit EX Purch at Sub** allows the order to be purchased once all **Funding Pkg Submitted** date is complete.

<u>Common scenarios to request a Credit Exception for purchase at time of submission are as follows:</u>

- Primary approval received. Pending secondary or back-up approval only.

- Final funding approved. Remaining documentation can be secured during the purchasing process.

- Final funding approved. Client Responsibility has not been collected but client has agreed to pay prior to or at delivery.

- Orders with a high likelihood of approval based on clinical documentation review and do not have any non-covered or upgrade items.

Approval process:

- The requester will send an email from the work order with the specific request for the Credit Exception. The email must include information on all missing items and the reason for the request. Orders approved by the requester are to be noted in the work order.

- New Equipment orders with a total expected reimbursement of $1000 or less and all repair orders may be approved by a Funding Specialist, Branch Leader or above.

- New Equipment orders with a total expected reimbursement of greater than $1000 may be approved by a Funding Supervisor, General Manager, or above.

- The approver may approve the Credit Exception by responding to the original email or by adding a note to the work order and emailing the requester.

- Documented general credit exceptions housed on WNSM do not require any additional approvals.

Upon approval, the following steps must be completed:

- The approver may add a note of approval to the work order directly or the approved email is to be scanned into the work order or copied into the work order notes.

- The reason for the approval and the approver's name must be entered in the Notes field on the main screen of the work order.

- Once approved, select the **Credit Ex Purch at Sub** checkbox.

Credit Exceptions for Purchase Immediately:

Selecting **CE to Purchase Immediately** allows the order to be purchased post RTP and prior to submission.
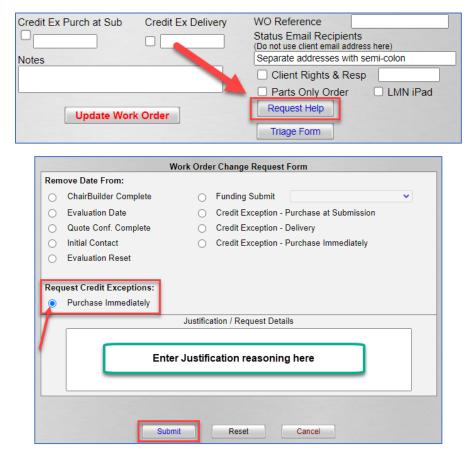
Common scenarios to request a Credit Exception for purchase immediately are as follows:

- Critical situations where failure to accelerate the order may result in negative outcomes.

- Special circumstances as directed by Division Vice President and/or Vice President of Funding.

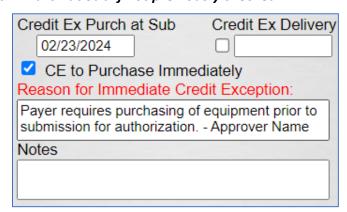- When a payer requires purchase prior to submission as part of their process.

Approval process:

- All orders requesting an immediate Credit Exception for purchase require approval from the Regional Area Director.

- The requester will use the **Request Help** feature within the work order to request the Credit Exception to Purchase Immediately. The request must include information on all missing items and the reason for the request.

Upon approval, the following steps must be completed:

- The approver (RAD) must directly approve the Credit Exception within Mobility Advisor's Rehab Admin tool.

- Once approved, the order will reflect the **CE to Purchase Immediately** checkbox and will capture information in the note field. *Note: Approving this option also automatically selects **Credit Ex Purch at Sub if not previously checked***.

Credit Exceptions for Delivery:

Common scenarios to request a Credit Exception for delivery are as follows:
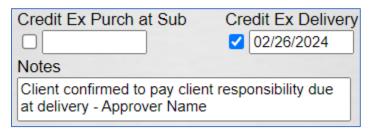
- All funding is secured. Final client documentation is needed. All attempts to collect client documentation have been attempted. Client has agreed to complete at time of delivery.

- All funding is secured. Client Responsibility has not been collected. Client requests and agrees to pay Client Responsibility at time of delivery.

Approval process:

- The requester will send an email from the work order with the specific request for the Credit Exception. The email must include information on all missing items and the reason for the request. Orders approved by the requester are to be noted in the work order.

- Orders with a total expected reimbursement of $10,000 or less that have final funding approval and remaining missing documents or Client responsibility that have been discussed with the client and can be collected at delivery can be approved by a Funding Supervisor, General Manager or above.

- Orders with a total expected reimbursement of more than $10,000 that have final funding approval and remaining missing documents or Client responsibility that have been discussed with the client and can be collected at delivery can only be approved by a RAD, DVP, or above.

- Orders with missing medical documentation or payer authorizations that can be collected after delivery are to be sent to the Funding Supervisor, Funding Manager or Funding Director to determine the risk. They will then forward their recommendation to the RAD for the final decision.

  - Work orders that are missing required documentation or authorizations prior to delivery without a Payer option for retro documentation or authorization may <u>not</u> be considered for a Credit Exception for Delivery.

- The approver may approve the Credit Exception by responding to the original email or by adding a note to the work order and emailing the requester.

- Documented general credit exceptions <u>do not</u> require any additional approvals.

Upon approval, the following steps must be completed.

- The approved email is to be scanned into the work order or copied into the work order notes. If approver added a new note to the work order, this step may be skipped.

- The reason for the approval and the approvers name is to be entered in the Credit Exception box on the main screen of the work order.

Credit Ex Purch at Sub	Credit Ex Delivery
☐	☑ 02/26/2024
Notes	
Client confirmed to pay client responsibility due at delivery - Approver Name	

General Credit Exceptions:

- Refer to WNSM > Funding > Funding Resources for all approved General Credit Exceptions.

- When a General Credit Exception is utilized, it must be scanned into work order.

References/Resources

Policy F-1100 Credit Policy

Definitions

Term	Definition
CE	Credit Exception
RTP	Ready to Process
Funding Leader	Funding Supervisor, Funding Manager and/or Funding Directors

Policy History

Creation/Revision/Review Date	Author/Reviewer	Approved by	Description
January 1st, 2021	Funding/DVPs/Compliance	Funding/DVPs/Compliance	Policy Creation
February 24th, 2024	Funding/DVPs	Funding/DVPs	Updated to reflect three separate Credit Exception Categories. Added RAD approval requirement for CE approvals prior to submission.
June 24th, 2024	Funding/Robert Geiss	Funding	Updated the CE to Purchase immediately process to reflect new automation via Request Help tool and RA Admin vs. email.