

# Q.T.I.P Corner

QUALITY • TRAINING • IMPROVEMENT • PROCESS

## Upgrades Charged/Free

There are times when NSM may provide either charged or free upgraded version of equipment to a client. It is important to make sure that we are following the Upgrade policy when determining whether the client can receive a free upgrade as opposed to a charged upgrade. It is also very important to make sure that the upgrade is clearly stated on the PA coversheet in accordance with policy to avoid being flagged for any fraud or abuse with the insurance. ***\*\*It is important to note that any payer that has an upgrade policy, should follow the upgrade steps linked below***

### Supplier (Free) Upgrade vs. Charged (Client-Paid) Upgrades

**Supplier Upgrade:** Process followed when there is a medical need for an item, but the product selection has a restriction which allows NSM to provide the upgraded version at no charge to the client. ***\*In this instance, no ABN is required and GL modifier used***

- EX: GRP 2 wheelchair with both Tilt and Recline being prescribed and there is a product restriction where there is not an available wheelchair in this category that meets the client's needs. We could provide GRP 3 (even though the client does not qualify) at no charge to the client

**Charged Upgrade:** Process followed when a client does not meet the medical coverage needs for an item, but requests the item, NSM will charge the client for the upgrade or seek alternate funding. ***\*In this instance an ABN is required and GA modifier used***

- The client requests a GRP 4 PWC but only qualifies medically for a GRP 3 PWC. NSM can provide the GRP 4 PWC and receive payment for the upgrade from the client with an ABN.

### Billed/Free Upgrades:

When providing an upgrade, ensure the order is set up correctly.

### Key Considerations:

When an upgrade is free or billed, the HCPC code for the supplied item should always go in HCPC box 1, while the client's qualified HCPC code should go in HCPC box 2.

For more details: [https://wnsm.com/IntranetPortal/media/Sales/Howto-book-an-Upgrade\\_1.pdf](https://wnsm.com/IntranetPortal/media/Sales/Howto-book-an-Upgrade_1.pdf)

UHC NATIONAL COMMERCIAL	Billing Qty	Auth	K0861	K0856		NU	GL	5,211.10
48.87%   MSRP \$8,880.00	1 Each	<input checked="" type="checkbox"/>	Bundle With:					

## Best Practices

- ✓ Make sure that the detail tab is set up correctly with what we are providing in the 1st HCPC box and what we are billing in the 2nd HCPC box.
- ✓ Add a billing note to the details explaining what client is upgrading to and what insurance is being billed.
- ✓ Use the correct modifier (GA/GL) to clarify whether this is a client paid upgrade or supplier upgrade.
- ✓ Create the PMDSWO to reflect the upgrade for the client
- ✓ Make sure that the PA cover-sheet reflects that this is an upgrade and who is paying for the upgrade to avoid being flagged for fraud and abuse

National Seating & Mobility, Inc.  
308 E 5th Ave  
Columbus, OH 43201-3820  
Phone: (614) 294-5585 Fax: (614) 639-2208  
NPI: 1144650209 Tax ID: 52-1400785

**Prior Authorization Request**

Date: \_\_\_\_\_ Funding Specialist: \_\_\_\_\_ Work Order #: \_\_\_\_\_  
Client Name: \_\_\_\_\_ DOB: \_\_\_\_\_ NPI: \_\_\_\_\_  
Physician: \_\_\_\_\_  
Physician Address: \_\_\_\_\_  
Physician Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
Insurance: AETNA BETTER HEALTH OF OH - MEDICARE Dual ID: \_\_\_\_\_  
Insurance Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
Equipment Requested: Scooter / Scooter  
Repair/Mod to: \_\_\_\_\_  
Paid By: \_\_\_\_\_  
Documents attached: \_\_\_\_\_  
Special Instructions: \_\_\_\_\_  
Diagnosis: 88.851 83.9 M54.16 M51.379

HCPCS	Modifier	Units	Detail	Price
K0861	NU	1	Health Planner 3 wheel Motor 1 2024	\$3,750.00
			GL = Free Upgrade to K0856	