

POLICY M100 - MEDICARE STANDARD POWER POLICY & PROCEDURE

Introduction:

Our Mission is to deliver personalized solutions to individuals with mobility challenges to provide independence and self-reliance to clients; reassurance to family and caregivers; and responsive, flexible and highly professional clinical support to our referral sources.

Over the past few years, NSM has been limited in our ability to service the mobility needs of all Medicare beneficiaries, specifically with Standard Power due to the Medicare Competitive Bidding Program. With the recent changes to this program, we are now able to extend Standard Power services to this significant population of Medicare beneficiaries.

Preparation: Please review the resources in the Medicare Standard Power Branch Kit in conjunction with training.

Procedure: M-100 – Medicare Standard Power

Standard Power New Referral Process

Step 1A – Client inquiring about Standard Power over the phone or in the branch:

- As with all referrals, NSM employees should create a unique work order ID when a referral is received.
- At intake, an NSM team member should fill out the Standard Power Intake guide located in the Scan Docs tab of Rehab Advisor.
- Upload Completed form into Scan Docs section of the client's work order.

Step 1B – Branch receives referral (Face Sheet or Prescription) via phone, email or fax

- NSM Team member should reach out to the referral for all pertinent information regarding the client and to confirm the receipt of the referral.
 - Confirm Physician completed Face to Face Mobility Evaluation
 - Request Client Face to Face Chart note from Physician's Office
 - Document Face to Face date on Main Page of Work Order
- NSM Team member should call client and fill out the Standard Power Intake guide located in the Scan Docs tab of Rehab Advisor.
- Schedule evaluation with the appropriate RTS/ATP and send Calendar Appointment from Activity tab to their Outlook Calendar.
- Upload Completed form into Scan Docs section of the client's work order.



LET'S GET *moving*

Step 1C – Client presents in clinic and qualifies for Standard Power

- RTS/ATP receives referral from clinic staff and evaluates client for proper Power Mobility device.
- RTS/ATP should create a unique work order ID when evaluating client, utilizing the Face Sheet provided by the clinic.

Step 2 – Qualification Process

- If the client qualifies:
 - Schedule evaluation with the appropriate RTS/ATP and send Calendar Appointment from Activity tab to their Outlook Calendar.
- **Step 2A**
 - If client is at the branch, CSR will Direct Client to schedule an appointment for a Face to Face Mobility evaluation with their physician.
 - CSR will Provide the Medicare Partner Awareness Flyer and the Group 2 Face to Face Exam Guidelines for reference during their appointment with their physician.
 - CSR will Email or Fax a copy of the Medicare Awareness Flyer and the Group 2 Face to Face Exam Guidelines to the Clients Physician for use during their examination.
- **Step 2B**
 - If Client is in Clinic, RTS/ATP will Direct Client to schedule an appointment for a Face to Face Mobility evaluation with their physician, unless one has already been completed.
 - RTS/ATP will Provide the Medicare Partner Awareness Flyer and the Group 2 Face to Face Exam Guidelines for reference during their appointment with their physician.
 - Branch Administrative Support team will Email or Fax a copy of the Medicare Awareness Flyer and the Group 2 Face to Face Exam Guidelines to the Client's Physician for use during their examination.
- If the client does not qualify:
 - Present Client with the opportunity for a cash sale Scooter or Power Chair.
- If the evaluation has not already been scheduled with a qualified NSM employee, the client should be scheduled.
- During the evaluation, NSM should review the Group 2 Face to Face Exam Guidelines, who to contact with questions (including mynsmorder.com for status), our repair @ branch process for participating locations and the time frame for the delivery.
- Whenever available, NSM should select a used Standard Power Chair when entering chair builder; Scooters will be new equipment.

Step 3 – Funding Process

- Confirm the work order is correctly set with the Order Type as “Standard Power Chair” to ensure the correct documentation requirements pull from the UPD.
- Follow standard Funding process for documentation & authorization procurement.
- Utilize the Medicare Resource Book, Medicare Training for Standard Power Mobility (1/26/18), as well as the Group 2 Face to Face Exam Guidelines to ensure F2F Chart Note encompasses all necessary information. – Remember a therapist involvement is not required.

Step 4 – Delivery Process

- At delivery, NSM should ensure the client is aware of the rental period based on payer guidelines including the return of the chair to NSM if the equipment is not needed before the rental episodes meet their cap. Remind client that repairs for their equipment will take place in their local NSM Branch.

Repair and Rental Fleet Management

- NSM locations must designate a clearly marked area in the warehouse for NSM rental equipment that should be maintained and available for delivery for a new Standard Power or Scooter referral.
- NSM locations must have parts available to refurbish chairs for utilization when new referrals are received.
- All locations should be prepared to repair all Standard Power and Scooter orders delivered by NSM and within the rental episodes at the first stop by having stock in the branch or the NSM Technician vehicle. As a reminder, please Reference Policy S-500 – Repair at Branch Service Centers, reinforcing NSM location is the preferred method of completing a repair after remote diagnostic options have been exhausted.

JAZZY SELECT 6			
Type	Part	UOM	Qty
Power Chair	JSELECT6*	ea	1
Motors	DVRASMB2514	ea	1
	DVRASMB2513	ea	1
Controller (Joystick/ Power Module)	ELEASMB6991	ea	1
	ELEASMB6991	ea	1
Charger	ELE1803400	ea	1
Drive Wheels	WHLASMB2045	ea	2
Casters	WHLASMB2047	ea	2
Armpads	DWR1010E805	ea	2
Armpads with Elevating Seat	SETLRAM1178	ea	2

*includes batteries and arms

JAZZY ELITE HD			
Type	Part	UOM	Qty
Power Chair	JELITEHD*	ea	1
Motors	DVRASMB7110011	ea	1
	DVRASMB7110012	ea	1
Joystick	CTLDC1529	ea	1
Controller (Power Module)	CTL120007	ea	1
Charger	ELE1803474	ea	1
Drive Wheels	WHLASMB2187	ea	2
Casters	WHLASMB7110011	ea	2
Anti-Tips	WHLATIP1005	ea	2
Armpads	SETLRAM1178	ea	2

*includes batteries and arms

JAZZY ELITE ES			
Type	Part	UOM	Qty
Power Chair	JELITEES*	ea	1
Motors	DVRASMB2298	ea	1
	DVRASMB2299	ea	1
Controller (Joystick/ Power Module)	CTLD1574	ea	1
	ELEASMB7082	ea	1
Charger	ELE1803400	ea	1
Drive Wheels	WHLASMB2017	ea	2
Casters	WHLASMB2047	ea	2
Armpads	DWR1010E805	ea	2

*includes batteries and arms