



Policy R-100 Expedite ALS Order Delivery

Introduction

Amyotrophic Lateral Sclerosis (ALS, aka Lou Gehrig’s Disease) is the fastest progressing neurological disease in existence today. NSM places extra focus on a low Transaction Cycle as clients with ALS need to have their orders expedited due to the progressive nature of the disease. NSM is actively involved in many ALS clinics across the country and with the creation of an expedited process for one of the most fragile populations we serve, we are reducing complacency, and creating a competitive advantage for the company. Regardless of product type, (Group 3, Adult tilt-n-space, hospital bed, etc.) the focus is ensuring products are delivered as quickly as possible.

- 1) Clients with ALS are identified in Mobility Advisor by diagnosis bringing extra attention to these orders:

ALS client names are displayed with Red lettering within Mobility Advisor buckets. Mobility Advisor recognizes the ALS client by using the diagnosis (G12.21) as the key identifier. The ALS diagnosis must be in the primary diagnosis field for the system to recognize this as an expedited order.

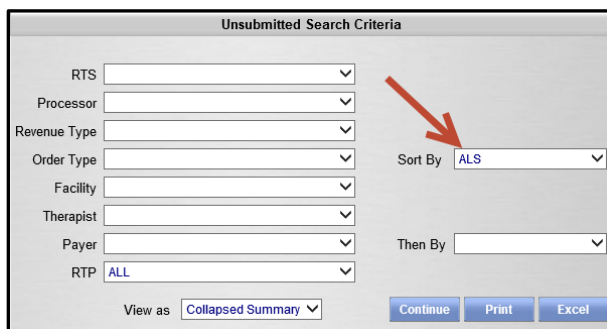
	Patient	WO	Amount	Mrg%	WO Date	Eval	CB Cmp	RTP	Payer One
▶	J Lastname	250-1350068	\$25,410.26	67.85	2/10/17				BCBS OF TN
▶	S Lastname	250-1368134	\$126.83	83.52	3/10/17	A 3/10/17			BCBS OF TN
▶	A Lastname	250-1367971	\$0.00	0.00	3/10/17				AMERIGROUP OF TN

ALS ORDER will also appear next to the name on the work order.



- 2) ALS equipment orders have the following system defaults within Mobility Advisor and the Funding Portal to ensure prioritization and timeliness:

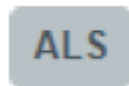
The **Sort By** field in Mobility Advisor buckets default to ALS, bringing ALS clients to the top of the open orders in each Mobility Advisor bucket.



ALS orders are prioritized within the Funding Portal Work Queues. Priority order is as follows:

- ALS past due
- All other past due tasks
- ALS due today
- All other due today tasks

ALS Orders in the Funding Portal are identified with an ALS Flag on the contact card for the order.



- 3) ALS orders populate in Funding Portal work queues every 2 business days for follow up versus the standard 5 business days.
- 4) ALS orders are eligible for Credit Exception to purchase at time of submission if out of pocket and non-covered equipment costs have been confirmed. ALS orders should be routinely reviewed for possible CE opportunity and teammates should secure CE approval following NSM's Credit Policy.

Note: Automation for CE to Purchase has been removed 10/2/2023