

Policy S-420 Recording Labor for Repair Work Orders

Introduction

This policy provides direction on how labor will be documented on work orders in Rehab Advisor which have “Fee for Service” (FFS) as the Revenue Type and “Repair” or “Warranty” as the Order Type (see figure 1). This policy also applies to “Labor Only” and remote evaluation work orders. The procedure below is designed to standardize this process across branches to ensure NSM is capturing all client related activity and all opportunities to be reimbursed for the services provided.

Work Order ID	003-	Date	07/1
RTS Name			
Technician			
Fndng Specialist			
Revenue Type	FFS		
Customer Tracking	Regular		
Order Type	Repair		
Suborder Type	Power Chair		
Patient			
Physician			
Therapist			
Facility			
Case Manager			
Other Referral			
Medicaid No.			
WC Serial #	2535013864		
WC Make/Model	Promobil, C300		

Figure 1

Procedure

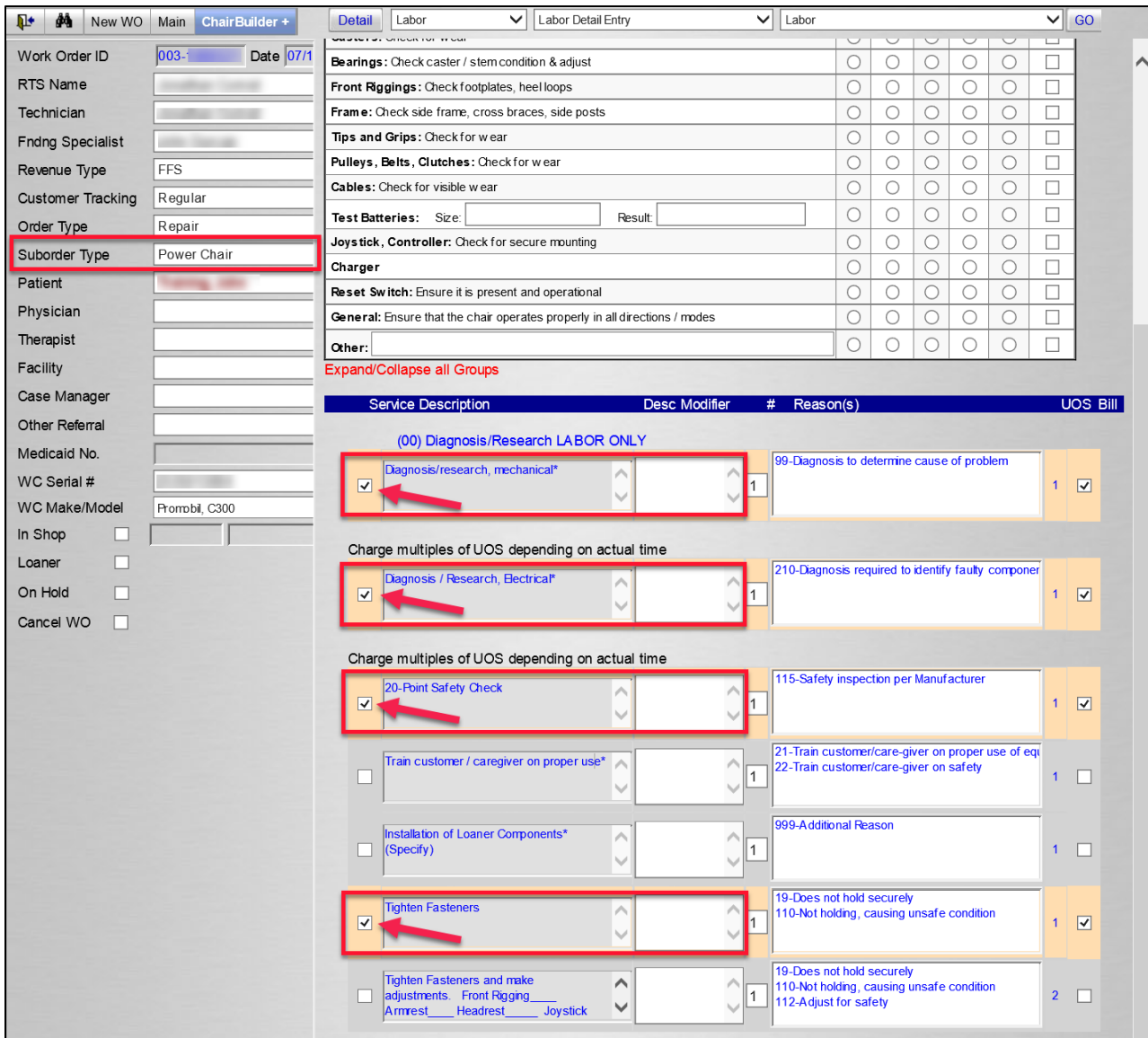
The Technician will select any and all labor codes that are applicable to the work order while adjusting the Units of Service (UOS) as described below. Diagnosis and Safety check codes should always be selected regardless of whether a part is required, or labor repair is required.

Guidelines for selecting diagnostic and safety check labor codes

For the work order types mentioned above, the table below indicates the labor codes that will be selected depending on whether the chair is manual or power. On the below, “tighten fasteners” would only be selected if the Technician is physically with the chair.

Labor Code	Power Chair	Manual Chair
Diagnosis/Research Mechanical*	X	
Diagnosis/Research Electrical*	X	
Tighten Fasteners*	X	X
Diagnosis/Research to determine cause of problem*		X
20-Point Safety Check	X	X

See Figure 2 for Power Chair example. See Figure 3 for Manual Chair example.



The screenshot shows a software interface for a Power Chair repair. The left sidebar contains fields for Work Order ID (003-), Date (07/1), RTS Name, Technician, Fndng Specialist, Revenue Type (FFS), Customer Tracking (Regular), Order Type (Repair), Suborder Type (Power Chair), Patient, Physician, Therapist, Facility, Case Manager, Other Referral, Medicaid No., WC Serial #, WC Make/Model (Promobil, C300), In Shop, Loaner, On Hold, and Cancel WO checkboxes.

The top navigation bar includes 'Detail', 'Labor', 'Labor Detail Entry', and 'Labor' dropdowns, along with a 'GO' button.

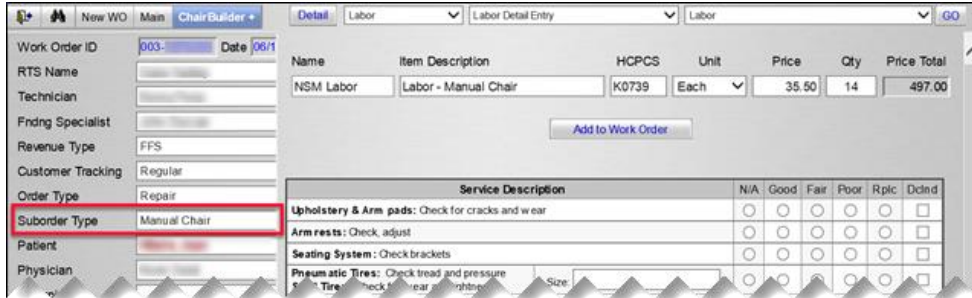
The main area features a checklist of inspection items with columns for status and checkboxes:

- Bearings: Check caster / stem condition & adjust
- Front Riggings: Check footplates, heel loops
- Frame: Check side frame, cross braces, side posts
- Tips and Grips: Check for wear
- Pulleys, Belts, Clutches: Check for wear
- Cables: Check for visible wear
- Test Batteries: Size: _____ Result: _____
- Joystick, Controller: Check for secure mounting
- Charger
- Reset Switch: Ensure it is present and operational
- General: Ensure that the chair operates properly in all directions / modes
- Other: _____

Below the checklist is a table of service charges with columns for 'Service Description', 'Desc Modifier', '#', 'Reason(s)', and 'UOS Bill'. Red boxes and arrows highlight the following items:

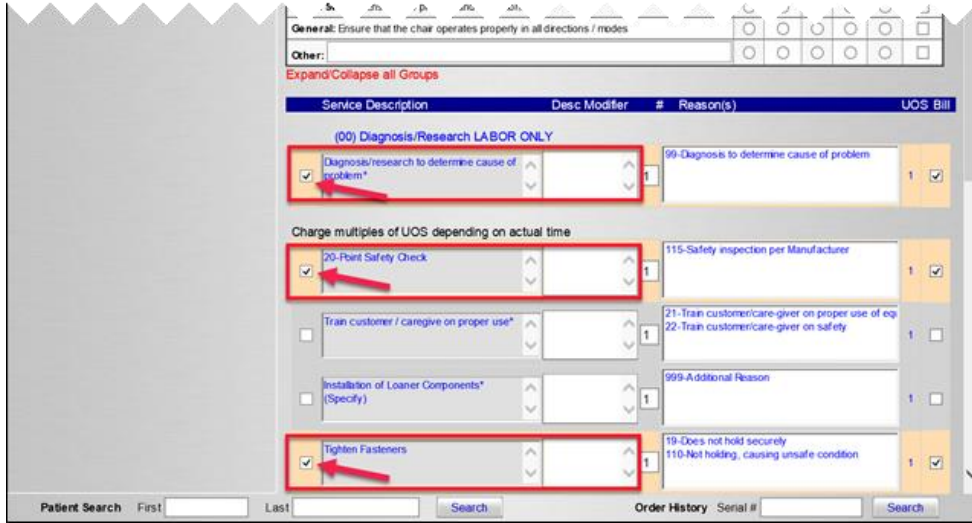
- Diagnosis/research, mechanical* (Reason: 99-Diagnosis to determine cause of problem)
- Diagnosis / Research, Electrical* (Reason: 210-Diagnosis required to identify faulty componer)
- 20-Point Safety Check (Reason: 115-Safety inspection per Manufacturer)
- Tighten Fasteners (Reason: 19-Does not hold securely, 110-Not holding, causing unsafe condition)

Figure 2



This screenshot shows the 'Labor' section of the ChairBuilder software. The 'Suborder Type' is set to 'Manual Chair'. A table lists labor items with their descriptions, HCP codes, units, prices, and quantities. The 'Add to Work Order' button is visible.

Name	Item Description	HCP	Unit	Price	Qty	Price Total
NSM Labor	Labor - Manual Chair	K0739	Each	35.50	14	497.00

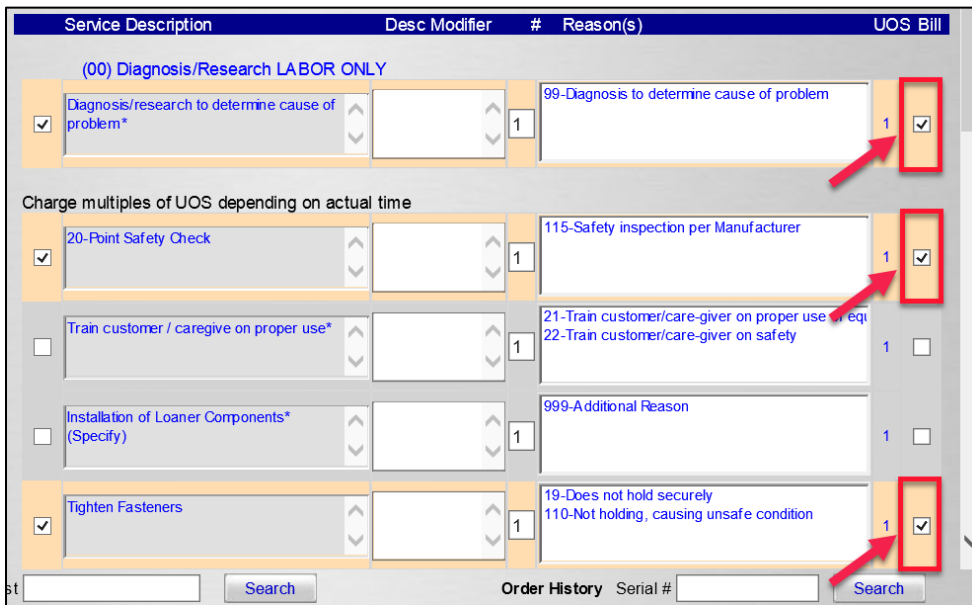


This screenshot shows the 'UOS Bill' section of the software. It lists various service descriptions with checkboxes for billing. Red boxes and arrows highlight the 'bill' checkboxes for 'Diagnosis/research to determine cause of problem*', '20-Point Safety Check', and 'Tighten Fasteners'.

Service Description	Desc Modifier	#	Reason(s)	UOS Bill
(00) Diagnosis/Research LABOR ONLY				
<input checked="" type="checkbox"/> Diagnosis/research to determine cause of problem*		1	99-Diagnosis to determine cause of problem	<input checked="" type="checkbox"/>
Charge multiples of UOS depending on actual time				
<input checked="" type="checkbox"/> 20-Point Safety Check		1	115-Safety inspection per Manufacturer	<input checked="" type="checkbox"/>
<input type="checkbox"/> Train customer / caregiver on proper use*		1	21-Train customer/care-giver on proper use of eq 22-Train customer/care-giver on safety	<input type="checkbox"/>
<input type="checkbox"/> Installation of Loaner Components* (Specify)		1	999-Additional Reason	<input type="checkbox"/>
<input checked="" type="checkbox"/> Tighten Fasteners		1	19-Does not hold securely 110-Not holding, causing unsafe condition	<input checked="" type="checkbox"/>

Figure 3

In no circumstance will a Technician un-check the “bill” checkbox to the right, regardless of any situation (payer, type of chair, etc.). This activity is to be completely owned by the Funding team. See Figure 4.



This is a close-up view of the 'UOS Bill' section from Figure 3. Red boxes and arrows highlight the 'bill' checkboxes for 'Diagnosis/research to determine cause of problem*', '20-Point Safety Check', and 'Tighten Fasteners', all of which are checked.

Service Description	Desc Modifier	#	Reason(s)	UOS Bill
<input checked="" type="checkbox"/> Diagnosis/research to determine cause of problem*		1	99-Diagnosis to determine cause of problem	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> 20-Point Safety Check		1	115-Safety inspection per Manufacturer	<input checked="" type="checkbox"/>
<input type="checkbox"/> Train customer / caregiver on proper use*		1	21-Train customer/care-giver on proper use of eq 22-Train customer/care-giver on safety	<input type="checkbox"/>
<input type="checkbox"/> Installation of Loaner Components* (Specify)		1	999-Additional Reason	<input type="checkbox"/>
<input checked="" type="checkbox"/> Tighten Fasteners		1	19-Does not hold securely 110-Not holding, causing unsafe condition	<input checked="" type="checkbox"/>

Figure 4

Units of Service (UOS)

The quantities in the UOS column are based on industry timeline standards which have been deemed acceptable for billing purposes however, in extreme and non-standard circumstances the Technician may adjust the UOS quantity to more accurately represent the time applied for the task.

One UOS is equal to 15-minutes of time. In non-standard cases where activities on the Labor track form take more than the listed UOS to complete, the Technician is responsible for updating the # column in the middle with the correct number of units to reflect the actual time spent on any given activity. A number between 1 & 50 may be entered in this box.

Service Description	Desc Modifier	#	Reason(s)	UOS	Bill
(00) Diagnosis/Research LABOR ONLY					
<input checked="" type="checkbox"/> Diagnosis/research to determine cause of problem*		2	99-Diagnosis to determine cause of problem	1	<input checked="" type="checkbox"/>
Charge multiples of UOS depending on actual time					
<input checked="" type="checkbox"/> 20-Point Safety Check		1	115-Safety inspection per Manufacturer	1	<input checked="" type="checkbox"/>
<input type="checkbox"/> Train customer / caregive on proper use*		1	21-Train customer/care-giver on proper use of eq 22-Train customer/care-giver on safety	1	<input type="checkbox"/>
<input type="checkbox"/> Installation of Loaner Components* (Specify)		1	999-Additional Reason	1	<input type="checkbox"/>
<input checked="" type="checkbox"/> Tighten Fasteners		1	19-Does not hold securely 110-Not holding, causing unsafe condition	1	<input checked="" type="checkbox"/>

Figure 5

Conclusion

Now that labor has been accurately recorded, the work order can be progressed through the remaining process steps as per normal procedures.