

NSM VIRTUAL TOWN HALL FAQs

March 5, 2025

CURRENT EVENTS

Q. With the current political landscape and possibility of Medicaid being impacted, how is NSM preparing to handle reimbursement?

A. NSM is staying abreast of the ever-changing political landscape, and we will keep you updated as we learn more. Currently it is not impacting the business.

TECHNOLOGY

Q. Every week there are issues with Mobility Advisor. Are there plans to ensure it stays up and running without breakdowns or delays for us to reduce cycle time?

A. The IT Team is aware of these concerns and are diligently working to continuously address all the issues. We appreciate all of your support in reporting the issues quickly as it is a delicate balance of making improvements without creating problems elsewhere. Ultimately, we want to achieve better reliability and faster performance.

Q. Who should we email to report a bug? Do we just go through regular tech support, or do we have a dedicated email for bug reports?

A. Send an email to the IT Help Desk to report so we can work closely with the Dev Team.

Q. Are there any plans for development of a Mobility Advisor mobile app that makes it easy to access information on our mobile devices?

A. A mobile application for mobility advisor has been discussed and is something that might be added to our future roadmap. We are currently focused on stabilizing Mobility Advisor to ensure there is minimal impact to its normal execution. We are also supporting the integration back to Mobility Advisor for the automation and AI initiatives that will help you serve our clients quicker and more efficiently.

NSM AUTOMATION TOOLS

Q. Is it possible to get copies of insurance cards for all payers? This helps B&C to ensure we are billing the correct payer and submitting the claim to the correct claims address.

A. The new client registration process that we text to all clients that we have a mobile number on file for includes taking pictures of the front and back of their insurance card. It is required and we are seeing between a 25-50% completion rate.

Q. With AGS, automation AI tools and the call center all being put into place, many employees are concerned for the future of their jobs at NSM. Should we anticipate more layoffs in the future?

A. Fundamentally, the automation tools are being implemented to help us work smarter/not harder and focus on engagement with clients.

HUMAN RESOURCES

Q. Should we expect to receive a new employee satisfaction survey soon?

A. The plan is to launch an Employee Pulse survey in Q2.

Q. It seems as though NSM had a very successful year. Could you please share what steps NSM is taking to ensure that our pay and merit policies are both progressive and fair?

A. NSM regularly reviews its Total Rewards programs, which include compensation, benefit offerings, and expected merit averages in the US and Canada. We utilize an external partner to market price all high incumbency roles in each market we operate, to review start rates and pay structures. We also conduct benchmarking on benefits provided, going out to the marketplace to identify more affordable options. When the compensation data is received, HR and Operational/Functional Leaders discuss areas of opportunity for start rates and salary ranges. We also use this data as we consider merit increases during the mid-year Performance Development Discussion process. In addition, we look for areas to improve our benefit offerings during Open Enrollment. We have made many changes to market ranges in pay and in our benefits programs, to ensure we are keeping up with market standards. These reviews will continue throughout this year.

SUPPLY CHAIN

Q. When will the exoskeleton system be available as an option to our clients?

A. NSM has started the branch credentialing process with CMS in select markets (B11, B22, B36, B38 CA, B7 TX, B97 CO, B57 B131 NY, B281 MI, B145 SC) where Ekso Indego Therapy units have been purchased by outpatient clinics and clinicians there are already certified specialists for fitting and training. This credentialing process should take 8 weeks or so. After credentialing is completed, NSM will be able to start accepting referrals from Ekso Bionics for clients prescreened to be candidates for Ekso Personal.