T.I.P Corner

QUALITY - TRAINING - IMPROVEMENT - PROCESS

Deferrals

Choosing the correct deferral category and reason is imperative. It allows deferral trends to be tracked providing insight into payer issues and opportunities for education and improvement. The most common deferral reasons used are:

➢ Documentation – Incomplete / Missing Information
➢ Medical Justification - Payer Requirements for Medical Need Not Met.

➢ **Documentation-Incomplete / Missing Information**

What it means?
The funding packet was submitted with incomplete / missing information (i.e.: providers signature, signature date, client information, etc.)

How to resolve?
Update the funding packet with all required documents and resubmit.

➢ **Medical Justification-Payer Requirements for Medical Need Not Met**

What it means?
The funding packet submitted was reviewed by the payer & does not meet the medical necessity guidelines.

How to resolve?
Additional documentation is required for resubmission.

Examples of Incomplete / Missing Information

1. **Quote** -MSRP / Cost Quotes

2. **Concurrent statement.** * Adding concurrent statement for MD to sign (certain equipment type)

3.**CMN** missing or incomplete information.

4. **Clinicians signature / date** is incomplete or missing

5. **Client demographic information**- Height, weight, diagnosis.

Examples of Additional Documentation

1. LMN Addendum

2. Medical Records

3. ATP Assessment

4. History of equipment (repair vs. replacement)

5. Home Evaluation

Tips for Avoiding Deferrals

➢ Verify eligibility & benefits to ensure the payer hasn't changed and to see if there are any specific submission requirements.
➢ Review the documentation to confirm all medical necessity requirements are met and have the appropriate signature and date.
➢ Check to see if a concurrence statement is required, if yes, be sure it is listed in the documentation.
➢ Make sure the documents have not expired.
➢ For payer specific forms, be sure all applicable field are completed.
➢ Check the UPD under the "Funding Information" tab for the appropriate submission method/PA form.
➢ Include all necessary documentation, quotes, and payer forms are in the funding packet and in the correct order per the payer guidelines.