

The background of the slide features several overlapping, semi-transparent calendar pages. The topmost calendar shows the days of the week (SUNDAY, MONDAY, TUESDAY, WEDNESDAY, THURSDAY, FRIDAY, SATURDAY, SUNDAY) and the numbers 3 through 7. Other calendars in the background show different dates, such as 4, 11, 18, and 25, creating a sense of time passing or multiple timelines.

What's taking so long?

Understanding the Funding Process

Jackie James OT, ATP
Travis Medical Sales Corporation

Course Objectives

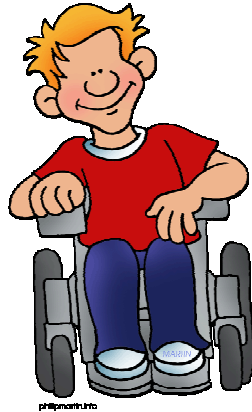
1. How many days does it take to obtain one piece of equipment? Review each phase of the process involved in obtaining one piece of medical equipment.



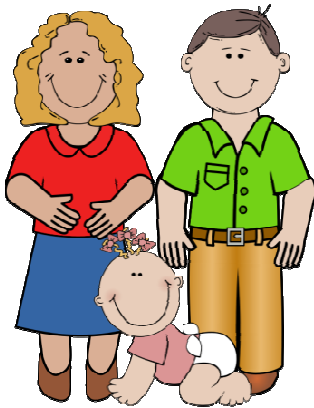
2. Definition of Covered Benefit
3. Understanding the limitations involved with certain funding sources
4. Alternate Funding Sources



Evaluation Phase



Client



Parents



Therapist
1 day



Assistive Technology
Professional

1

4

Documentation and Quote Phase

- **Therapist** documents medical necessity
- **ATP** fills out order forms and sends to manufacture to obtain quotes
- **Manufacturer** generates quotes and sends to ATP
- **ATP** compiles all quotes and evaluation documentation and forwards to Funding Coordinator



2-7 days



Funding Phase – Part 1

- **Funding Coordinator** checks benefits, logs request into TEAM DME, codes every item on request, fills out Title 19 documentation and faxes to Doctor's office
- **Doctor's Administrative Assistant** receives fax and forwards to the client's nurse case manager.
- **Nurse** reviews Title 19 and forwards to Physician
- **Physician** reviews, fills out and signs the Title 19
- **Administrative Assistant** faxes paperwork back to Travis Medical Funding Coordinator
- **Assistant Funding Coordinator** calls Doctor's office weekly if the Title 19 is not received in a timely manner.

Funding Phase – Part 2

- **Funding Coordinator** faxes all paperwork to Funding Source - Medicaid, Medicare or Insurance Company
- **Medicaid Staff** receive request and review all documents for omissions.
- **Medicaid Nurse** reviews request to assure that information provided is complete
- **Medicaid physician** authorizes or denies request
- **Medicaid Staff** faxes auth/denial to Funding Coordinator
- **Assistant Funding Coordinator** calls Funding Source every week for status updates until the request is approved or denied.

10-15 days

Purchasing Phase

- Once an authorization is obtained, the **Funding Coordinator** sends packet to the Purchasing Department.
- **Purchasing Staff** calls or e-mails the manufacturer with a PO.



1

1-2 days

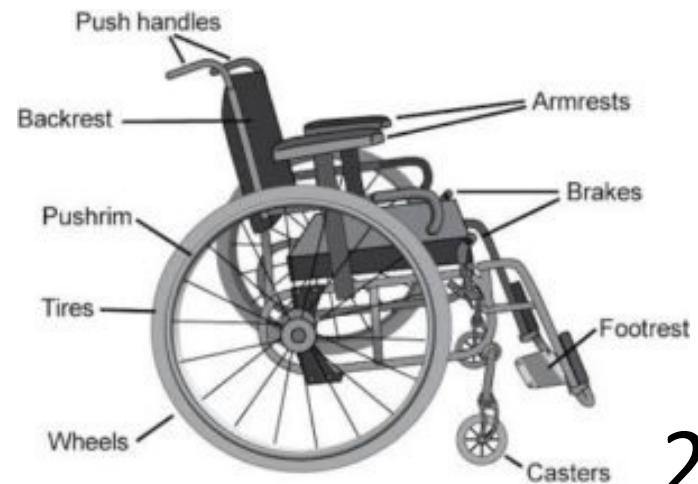
1

Manufacturing Phase

- **Manufacturer(s)** receives order, enters it into the system and forwards to production team
- **Production Team** fabricates and assembles order and sends to Quality Control
- **Quality Control** inspects and send to shipping
- **Shipping Team** boxes and ships order

NOTE: 2-4 Manufacturers are typically involved with one wheelchair and custom seating order

10-20 days



20+

Shipping Phase

- **Freight Company** picks up order
- **Freight Company** delivers order to Travis Medical



3-5 days

2+

Receiving and Make Ready Phase

- **Rehab Tech 1** receives order and documents receipt on TEAM DME
- **Rehab Tech 2** assembles equipment, prints up delivery packet and notifies ATP when it's ready to deliver



Delivery Phase

- **ATP** contacts client, parents and therapist to schedule delivery
- **ATP** drives Equipment to appointment
- **ATP** and **Therapist** make adjustments to fit the equipment to meet the needs of the client
- **Client** receives the Equipment
- The **Parent** signs the Documentation of Receipt (DOR)
- **ATP** puts DOR on Funding Coordinator's desk



2-7 days

Reimbursement Phase – Part 1

- **Funding Coordinator** faxes DOR to Reimbursement Team
- **Accounting Administrative Assistant** enters the ticket into Quickbooks
- A **Biller 1** “scrubs” documentation to assure accuracy

Reimbursement Phase – Part 2

- A **Biller 2** submits documentation to Insurance company
- A **Payment Poster** posts the payment
- An **Accounts Receivable Rep** fights with funding source to get reimbursed.

What's taking so long?

Evaluation Phase	1 Day
Documentation / Quote Phase	2-7 days
Funding Phase – Title 19	5-10 days
Funding Phase – Medicaid, etc	10-15 days
Purchasing Phase	1-2 days
Manufacturing Phase	10-20 days
Shipment Phase	3-5 days
Receiving/Make Ready Phase	5-10 days
Delivery Phase	2-7 days
	39 – 77 days

39 work days = less than 2 months

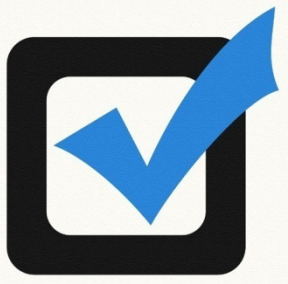
77 work days = just over 3 months

How many people are involved?

44+ people are involved in obtaining one wheelchair with custom seating

11+ of those people are employed by Travis Medical

Covered Benefit



Health care items or services covered under a health insurance plan. Varies from plan to plan.

Non-Covered Benefit



Health care item or services NOT covered under a health insurance plan. Varies from plan to plan.

What's changed and how does this impact CRT and DME?

- Medicaid Changes – TMHP>Managed Care Organization (MCO) Medicaid
- 27 MCO's in the state of Texas
- Star Kids - BCBS and Superior for Austin area.
- Several different entities are now interpreting Medicaid guidelines.
- Code inconsistency within an MCO and from one to another
- Reduced Allowables or Reimbursements

Jackie, my client needs a...





Seat Belt – \$60 - \$150



Chest Harness – \$150 - \$200

Lap Tray – \$200+

Armrest Pads – \$100

Anti-Tippers – \$100

Nuts, Bolts, Knobs – \$2 - \$30





Seat Belt - \$35.40



Chest Harness - \$88.72

Lap Tray – \$148.97

Armrest Pads – \$35.40

Anti-Tippers - \$77.02



Cost of Goods

- Complex Rehab and DME providers have to operate in a profit zone in order to stay in business
- Occasionally an equipment provider will not be able to process an order for a “covered benefit” if the re-imbursement is less than the actual cost of the item.

Alternate Funding Sources

- **MDCP** – Medically Dependent Children's Program
- **CLASS** – Community Living Assistance Support Services
- **HHSC / BCP**: Health and Human Services Commission, Blind Children's Program (Formerly DARS or Dept. of Assistive and Rehabilitative Services)
- **Cash Pay**

Why is this so important?

- We are all advocates for the clients we serve
- We must advocate for fair re-imbursement so that our clients are not denied access to care.
- We must be good stewards of 3rd party fiscal resources
- Maintenance is everyone's responsibility.