

Complex Rehab Order Work Flow Functions Documentation of Supplier Time March 2008

(Numbers cross reference specific functions from accompanying document)

- A- Intake, insurance verification and scheduling
1, 2, 3, 20, 25a
- B- Evaluation and equipment simulation/trial
4, 5, 6, 7, 8, 9, 10, 11, 12, 21
- C- System specification write-up, coding and pricing
15, 16
- D- Medical documentation preparation and gathering
13, 14, 17
- E- Predetermination of medical necessity and funding
18, 19
- F- Ordering and receiving of products
22, 23
- G- Assembly, adjustment of products, and delivery prep
24, 25b, 26
- H- Delivery, set-up, fitting, and training
27, 28
- I- Billing and collection
29, 30
- J- Post-delivery follow up
31

**Complex Rehab Order Work Flow Functions
Documentation of Supplier Time
March 2008**

- 1- Intake
 - a- Field Incoming Call
 - b- Obtain Basic Patient Demographics
 - c- Schedule Evaluation
- 2- Verify Funding- All Insurers
- 3- Do IVR Call to Check Same or Similar
- 4- Evaluation- Prepare
 - a- Coordinate Evaluation with Clinical Team
 - b- Prep Paperwork
- 5- Evaluation- Demo Prepare
 - a- Locate Demo Product
 - b- Modify Demo for Specific Patient
- 6- Evaluation- Loaner Equipment
- 7- Evaluation- Drive Time
- 8- Evaluation- In Clinic
 - b- Assessment and Measuring Patient
 - c- Product Trial-Simulation
 - d- Reimbursement Review- Coverage Criteria
 - e- Document Specs and Prepare Evaluation Notes
- 9- Evaluation- In Home
 - a- Assessment and Measuring Patient
 - c- Product Trial-Simulation
 - d- Reimbursement Review- Coverage Criteria
 - e- Document Specs and Prepare Evaluation Notes
 - f- Home Assessment
- 10- Evaluation- Repeat Steps 6,7 and 8- When Required
- 11- Evaluation- Re-Schedule- When Required
- 12- Evaluation- Post
 - a- Prepare Order Specs
 - b- Paperwork Completion
- 13- Create Electronic File
- 14- Update/Complete Demographics
- 15- Provider Quote Process
 - a- From Manufacturer
 - b- Enter Specs in Provider System
 - c- If New Product- Add To System
- 16- Coding and Pricing
- 17- Documentation Prep and Gathering
 - a- Rx
 - b- LMN
 - c- Chart Notes
 - d- Face to Face

- 18- Pre-Determination Process
 - a- Initial Submission to Insurer
 - b- Additional Follow Up
- 19- Documentation QA- Before Ordering
- 20- Re-Verify Funding
- 21- Re-measure Patient (If Necessary)
- 22- Purchase Product from Multiple Manufacturers
- 23- Receive Product from Multiple Manufacturers
- 24- Delivery-Prep Equipment
 - a- Assemble components and seating
 - b- Equipment QA
 - c- Re-order wrong components
- 25- Delivery-Prep Paperwork/Documentation
 - a- Re-Verify Funding
 - b- Paperwork
 - a. Delivery Ticket
 - b. Signature Waiver
 - c. ABN
 - d. Product Training Documents
 - e. Delivery Check List
 - f. Purchase Option Letter
 - g. Warranty Info
- 26- Schedule-Coordinate Delivery
- 27- Delivery
 - a- Drive Time
 - b- Training
 - c- Adjustment
- 28- Delivery- Repeat as Needed
- 29- Post Delivery Documentation QA
- 30- Billing and Collection
 - a- Collection Activity-Primary
 - b- Post Payment to AR
 - c- Bill Secondary Insurer
 - d- Collection Activity-Secondary Insurer
 - e- Post Payment to AR-Secondary Insurer
 - f- Repeat above steps for Tertiary Insurer
- 31- Post Delivery RTS Follow Up

Other Possible Activities:

- 1- Fielding Calls from Patients and Referrals to check Order Status
- 2- Communication with Manufacturers to Verify Compatibility of Components
- 3- Re-Scheduling Cancelled Evaluation and/or Delivery Appointments (15% of the Time)
- 4- Step #17 can be repeated numerous times to obtain the necessary documentation from clinicians