

Recommendations for Preadmission Screening and Resident Review Customized Manual Wheelchair Authorization Requests

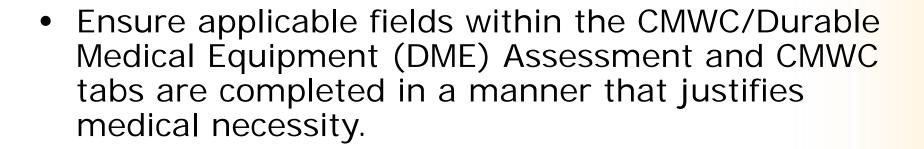
May 8, 2018



Purpose

- The purpose of this presentation is to provide recommendations for submitting Preadmission Screening and Resident Review (PASRR) Customized Manual Wheelchair (CMWC) requests.
- The benefits of using the recommendations described in this presentation will ensure a more expedient and efficient authorization process for all stakeholders.

Nursing Facility Specialized Services (NFSS) Form Basics



 All authorization requests that do not include all information needed to justify medical necessity will be subject to an additional medical review resulting in more overall processing time.





Nursing Facility Specialized Services (NFSS) Form Basics

- PASRR reviewers may request additional information as needed by setting the status to "Pending Denial" and commenting in the PASRR Transaction Identifier (PTID) history with details regarding what is needed.
- When responding to additional information requests the nursing facility (NF) staff must set the status of the request back to "Pending State Review" after submitting the requested information.
- Failure to set the request back to "Pending State Review" will result in a system generated denial.

Attachments



■ Upload Attachments

Required Document



CMWC - Supplier Acknowledgement and Signature page



CMWC - Receipt Certification

Prior to uploading an attachment, title the document appropriately so that it can be easily identified in the TMHP LTC Portal

Click here to Upload Documents

Up to 10 files can be uploaded. Files cannot exceed 10mb per file.

Supported file types: PDF, Image (JPG, TIF, PNG), MS Word, MS Excel, and RTF.

Successful Attachments

- V
- NF receipt.pdf
- $\overline{\mathbf{v}}$

page 6 of catalog.pdf

Best practice



wc new.pdf



Attachments

- Upload only the documents that are required for the submission.
- The Intellectual and Developmental Disability (IDD) Services PASRR unit or TMHP will not accept faxed documents with the watermark "For Reference Only".
- To avoid duplicate submissions, only upload a document once to the TMHP Long Term Care (LTC) Portal and avoid duplicate submissions.
- Check "Successful Attachments" and "PTID History".



CMWC Request Attachments

The only items that should be uploaded are:

- CMWC/Durable Medical Equipment (DME) -Signature page
- CMWC Supplier Acknowledgement and Signature page
- CMWC Receipt Certification
- Manufacturer's Suggested Retail Price (MSRP) Catalog Order Form(s)
- MSRP Attestation Letter(s) (if applicable)
- MSRP Price List(s) (if applicable)



Attachments (continued)

Do not upload the following documents to the NFSS form:

- Minimum Data Set (MDS) Forms
- Forms 3618 and 3619
- PASRR Evaluation Forms (PE)
- Printouts of the NFSS form
- Scanned paper copies of the PASRR Specialized Services (PSS) Forms
- Scanned paper copies of therapist evaluations

For more information regarding discontinued forms please refer to <u>Information Letter 17-12</u>.



Attachments (continued)

- PASRR Reviewers may request other items in specialized circumstances.
- PASRR Reviewers will provide specific instructions in the PTID notes when additional attachments are required.
- Examples include but are not limited to:
 - Documentation needed for further Medical Review when required.
 - Photos of an existing CMWC or DME.



Prices Lists & Catalog Pages

- The DME manufacturer's catalog pages, price lists, or order forms are required to verify the prices entered into the NFSS form are equal to the MSRP or less.
- The components, items, and prices are entered in the Itemized MSRP Quote section of the CMWC Request tab.
- It is a requirement for NF's to attach catalog pages for all CMWC submissions when available.
- A compilation of items on one price list or order form is only acceptable when the manufacturer does not have an on-line catalog.

Prices Lists & Catalog Pages

- State Staff will verify the existence and availability of an existing catalog for all submissions that include a price list or order form only.
- For all submissions where a catalog exists but is not included as an attachment, the status will be set to a "pending denial" and a correction will be required before further processing can occur.





MSRP Attestation Letter

- MSRP Attestation Letters are required from the DME supplier when:
 - A catalog page is not available and an itemized price list has to be compiled by the DME Supplier; or
 - A catalog page is available, but does not have MSRP pricing information included in the catalog.



MSRP Attestation Letter

- Include only the required information referenced in <u>Information Letter No. 17-22</u> within the contents of the Attestation Letter.
- DME's should not add any additional information to the Attestation Letter other than the required elements listed in Information Letter 17-22.



MSRP Attestation Letter

- The body of the MSRP Attestation Letter should only have a statement attesting all prices in the separately attached catalog page/order form/price list are reflective of MSRP pricing.
- Do not include item descriptions, pricing, and quantities in the MSRP attestation letter.
- PASRR Reviewers will set a request to "Pending Denial" and request a corrected MSRP attestation letter for any deviation from the requirements.



Examples of Manufacturer's Attestation Letter (Acceptable)

Company Letterhead

Date: 01/03/2018

DLN#: 1234567890 Order#: 0987654321 DLN Number from PL1

To whom it may concern:

I confirm that all pricing on all The Comfort Company order forms reflect Manufacturer Suggested Retail Pricing.

I can be reached directly at the number below if you require further information.



SOF South Blind Assessed

Attestation

Robert Dillan

Phone number for contact person

CELL 555-123-6789 | FAX 555-123-7890



No resident identifying information Re: DLN: 178178178178

Examples of Manufacturer's Attestation Letter (Unacceptable)

Dear PASRR:

The items listed below are showing MSRP (Manufacturer Suggested Retail Price) that is true and correct to the best of my knowledge, for the wheelchair base and options submitted for approval.

	~~~			
IRIS Manual WC w/ True Fit Growth	E1161	EA	1	\$2,945.00
Transit Option	K0108	EA	1	\$250.00
22" Frame Width	E2201	EA	1	\$500.00
Standard Seat Pan	E2231	EA	1	\$200.00
20" Frame Depth	E2203	EA	1	\$550.00
5" X 1.5" Semi Pneumatic Caster	K0108	EA	2	\$85.00
Pneumatic Tires	E2211	EA	2	\$46.40
Airless Inserts	E2213	EΑ	2	\$33.60
16 Hub Locks	K0108	EA	2	\$100.00
Extension Tube 2"	K0108	EA	2	\$55.00
Adult Angle Adjustable Footplate	K0040	EA	2	\$185.00
Reclining Backrest	E1225	EA	1	\$850.00
Single Post Height Adjustable Armrest Std	E0973	EA	2	\$285.00
Rear Anti-Tip	E0971	EA	2	\$140.00
1.5" Auto Buckle Universal Pelvic Pos Belt	E0978	EA	1	\$70.00
Wheelchair UES X-Large (21"-22")	E0950	EA	1	\$250.00
Jay Fushion Cushion 22 x 20 w/ Fluid Insert	E2623	EA	1	\$525.00
J3 Back PD MT 20W Tall FS	E2620	EA	1	\$795.00
Axys Mount & Bracket	E1028	EA	1.	\$220.00
J3 10" Plush Pad	E0955	EA	1	\$161.00

Do Not list prices, items, or components on the attestation letter. Include only the statement of attestation that all prices in the attached catalog page, price list, or order form are MSRPs per IL 17-22

If there are any questions or if additional information is needed, please contact me:

Bob Dillan Accounts Manager Ph: 888-333-3333





- PASRR Reviewers are not at liberty to guess what wheelchair components and accessories identified within any attached documentation match the wheelchair components and accessories listed in the Itemized MSRP Quote section of the NFSS CMWC tab.
- All items should be easily identifiable within the documentation and on the Itemized MSRP Quote section of the NFSS CMWC tab.





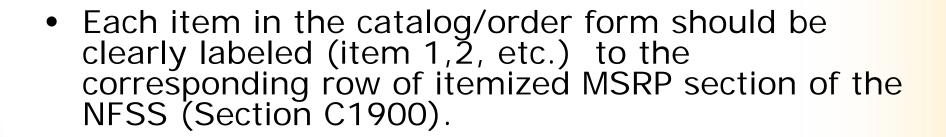
Health and Human Services

# TMHP LTC Portal Entry and MSRP Documentation Reconciliation

- A CMWC request will require correction or resubmission if:
  - An item is not clearly described on the Itemized MSRP Quote section of the CMWC tab as is listed on the catalog/order form/price list;
  - Prices cannot be matched to what was entered into the Itemized MSRP Quote section; or
  - Quantities of items cannot be matched to what was entered into the Itemized MSRP Quote section.

# TMHP LTC Portal Entry and MSRP Documentation Reconciliation



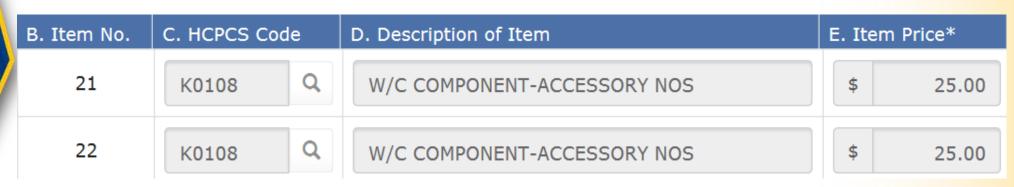


• Each item should be entered in the same sequential order in the TMHP LTC Portal as it appears in the attached documentation.





- Providers can over-ride the text in the rows under Section C1900 column entitled "D. Description of Item" row in order to ensure the catalog description and the TMHP LTC Portal match.
- Descriptions of "W/C Component Accessory NOS" will result in a "Pending Denial" status and will require correction.





### **Acceptable Submission**

B. Item No.	3. Item No.   C. HCPCS Code   D. Description of Item		D. Description of Item	E. Ite	em Price*	F. Quantity		
1	E1161	Q	MANUAL ADULT WC W TILTINSPAC	\$	2995.00	1		
2	E0973	Q	W/CH ACCESS DET ADJ ARMREST	\$	255.00	1		
3	K0019	Q	ARM PAD REPL, EACH	\$	115.00	1		

Part #	Description		Qty	MSRP	Base Discount 40 %	Sec. Discoun 30 %
52294	STELLAR GL MANUAL TILT WHEELCHAIR	1	1	\$2,995.00	\$1,797.00	\$1,257.90
52295	талыт не Down System (TTDS)		1	\$0.00	\$0.00	\$0.00
52303	1200N Gas Strut - Up to 250lbs/113kg.		†	\$0.00	\$0.00	\$0.00
52304	14" Seat Width		1	\$0.00	\$0.00	\$0.00
52312	16" Seat Depth		1	\$0.00	\$0.00	\$0.00
52 <b>326</b>	Gloss Balck		1	\$0.00	\$0.00	\$0.00
52330	SINGLE post adjustable height 8" - 11"	2	1	\$255.00	\$153.00	\$107.10
52345	Gel Armpad, 3" X 12"	3	1	\$115.00	\$69.00	\$48.30





### **Unacceptable Submission**

- The screenshots on the following slides represent an example of a submission that would result in a "Pending Denial" or "Denied" status.
- Example 1: In the TMHP LTC Portal several row descriptions were labeled "W/C Component-Accessory NOS" and were not able to be reconciled with the MSRP documentation.
- Example 2: The Catalog Order Form has items checked but they are not labeled by their item number as entered in the TMHP LTC Portal.

### **Unacceptable Submission**

B. Item No.	C. HCPCS Co	ode	D. Description of Item	E. Ite	m Price*	F. Quantity	G. Total F	Price	H. Approve	d Price
1	K0005	Q	ULTRALIGHTWEIGHT WHEELCHAIR	\$	2075.00	1	\$	2075.00	\$	0.00
2	K0108	Q	W/C COMPONENT-ACCESSORY NOS	\$	320.00	1	\$	320.00	\$	0.00
3	K0108	Q	W/C COMPONENT-ACCESSORY NOS	\$	1650.00	1	\$	1650.00	\$	0.00
4	K0108	Q	W/C COMPONENT-ACCESSORY NOS	\$	195.00	1	\$	195.00	\$	0.00
5	K0108	Q	W/C COMPONENT-ACCESSORY NOS	\$	185.00	1	\$	185.00	\$	0.00
6	E2611	Q	GEN USE BACK CUSH WDTH <22IN	\$	245.00	1	\$	245.00	\$	0.00
7	K0040	Q	ADJUSTABLE ANGLE FOOTPLATE	\$	185.00	1	\$	185.00	\$	0.00
8	K0108	Q	W/C COMPONENT-ACCESSORY NOS	\$	225.00	1	\$	225.00	\$	0.00
9	K0108	Q	W/C COMPONENT-ACCESSORY NOS	\$	35.00	1	\$	35.00	\$	0.00
10	K0073	Q	CASTER PIN LOCK EACH	\$	195.00	1	\$	195.00	\$	0.00
11	E0961	Q	WHEELCHAIR BRAKE EXTENSION	\$	67.00	1	\$	67.00	\$	0.00
12	E0974	Q	WHEELCHAIR GRADE-AID	\$	150.00	1	\$	150.00	\$	0.00
13	K0108	Q	W/C COMPONENT-ACCESSORY NOS	\$	795.00	1	\$	795.00	\$	0.00
14	E2213	Q	PNEUMATIC PROP TIRE INSERT	\$	80.00	1	\$	80.00	\$	0.00
15	K0108	Q	W/C COMPONENT-ACCESSORY NOS	\$	600.00	1	\$	600.00	\$	0.00



### **Unacceptable Submission**



info@	send your completed order form by ema com or by fax to	il to		Adjustable Seat Widths Order with 1502025 Adjustable Base and Seet Frame.		35.27
			D 1503113	13"-15" Range - Set at 13"		
Order	Notes		1503114	13"-15" Range - Set at 14"		
		Name and Address of	1508313	13"-35" Range - Set at 15"		
		- 11	1503116	15"-20" Range - Set at 15"		
100 m	MINE PRODUCTION AND THE RESERVE AND THE PARTY OF THE PARTY.		1509117	15"-20" Range - Set at 16"		
			☐ 15C9118	15"-20" Range - Set at 17"		
****	The state of the s		2503119	15"-20" Range - Set at 18"		
			1503120	15"-20" Range - Set at 19"		
			<b>1503220</b>	15"-20" Range - Set at 20" £2201	5	325
NAME AND ADDRESS OF	Name of the Control o		1503971	21"-22" Range - Set at 21" #220:	- 5	325
Frame	Type	Manager 1	1503322	21"-22" Range - Set ot 22" #2201	5	325
1509000		\$ 2,995	Seat De			
Frame:	Options	HELESSALES !		Standard Seat Depths (Adjustable)		
		CHURCHING	_			
NA ADDRESS	Fixed Base and Seat Frame	- 11	1504015	15" Seat Depth		
1502010	Fixed Base and Seat Frame		D 1504016	15" Seat Depth 16" Seat Depth		
1502010	MERCHANICAL CONTRACTOR OF THE PROPERTY OF THE	\$ 100	1504016 1504017			
3 1502010	Management of the Control of the Con	\$ 100	D 1504016	16" Seat Depth		
1502010	Adjustable Base and Seat Frame 250 to Weight Capacity, Select Adjustable Seat Width below.	\$ 100	1504016 1504017	16" Seat Depth 17" Seat Depth		
1502010	Adjustable Base and Seat Frame 250 to Weight Capacity, Select Adjustable Seat Width below.	\$ 100 \$ 300	1504016 1504017	16" Seat Depth 17" Seat Depth 18" Seat Depth	\$	475
1502010 2 1502023 3 1502100	Adjustable Base and Seat Frame 250 fbs Weight Capacity, Select Adjustable Seat Width below. Frame for Plug In Front Rigging	\$ 100 \$ 300	1504016 1504017 1504018	16" Seat Depth 17" Seat Depth 18" Seat Depth 19" Seat Depth	_ \$	475
1502023 1502100	Adjustable Base and Seat Frame 250 to Weight Capacity, Select Adjustable Seat Width below.  Frame for Plug In Front Rigging  Transit Tie Down System (TTDS)	\$ 100 \$ 300	1504016 1504017 1504018	16" Seat Depth 17" Seat Depth 18" Seat Depth 19" Seat Depth 20" Seat Depth 20" Seat Depth		475
1502020 1502023 1502100	Adjustable Base and Seat Frame 250 ths Weight Capacity, Select Adjustable Seat Width below.  Frame for Plug In Front Rigging  Transit Tile Down System (TTDS)  TTDS includes 4 factory installed-transport brackets. TTDS has been tosted according to ANSI/KENSA WC 18. See Owners Manual for complete details.	\$ 100	1504016 1504017 1504018	16" Seat Depth 18" Seat Depth 18" Seat Depth 29" Seat Depth 20" Seat Depth EZZOR  Custom Seat Depths  Requires 25" Push bur beck Straight, Angle/Haight Adjustable Push		475



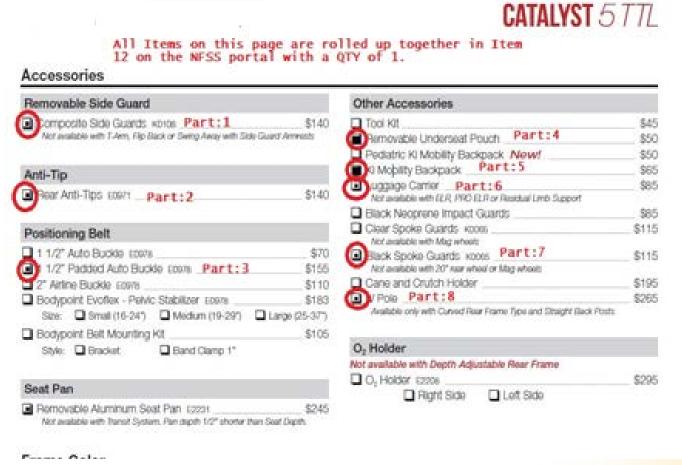
### Rolling Up Items

- Section C1900 of the NFSS Form is limited to 22 rows, so it may be necessary to "roll up" several items in one row for CMWC's that involve extensive modifications.
- It is important to clearly identify all rolled up items in the TMHP LTC Portal and on the catalog order form to avoid "pending denial" and "denial" statuses.

# TEXAS Health and Human Services

### Rolling Up Items(cont.)

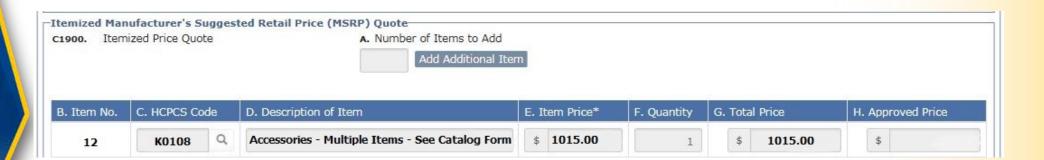
Label all rolled up items appropriately on the catalog like the example



### Rolling Up Items (cont.)

Modify the description field within the NFSS form to identify that the row contains multiple items.







### **Contact TIMHP**

Call TMHP at 1-800-626-4117, Option 1 for:

- NFSS Form Submission and Form Status
- Assistance in submitting attachments to an NFSS form
- Claim Forms
- Claim Submissions

### **Contact PASRR**

Contact the HHS IDD Services PASRR Unit at:

1-855-435-7180, or email at <a href="mailto:pasrr.support@hhsc.state.tx.us">pasrr.support@hhsc.state.tx.us</a> for assistance with:

- locating information to complete the NFSS Form.
- assistance with locating information to complete the NFSS Form.
- assistance with requests that are in "Pending Denial" status and the notes in the PTID History written by the PASRR Reviewer are unclear on how to proceed.





### **Online Resources**

https://hhs.texas.gov

Doing Business with HHSC

**Provider Resources** 

Long-Term Care Providers

**Nursing Facilities** 

PASRR link on left-hand side

- NFSS Item By Item Guide
- Information Letter 17-12
- Information Letter 17-22
- Information Letter 18-02
- <u>LTC Online Portal User Guide for Nursing Facilities and Hospice Providers</u>

### Questions



Submit your questions to the pastr.support@hhsc.state.tx.us mailbox with the subject line:

Webinar 5/8/2018

HHS will create an FAQ document.



### Thank you!