

## ***What Is The Complex Rehab Technology Delivery Process?***

The following is an overview of the “delivery process” of supplying complex rehab mobility and seating systems. Various staff members are involved at different points. While there can be over 30 steps in the process, the principal activities include evaluating, selecting, funding, purchasing, receiving, assembling, scheduling, delivering, fitting, adjusting, programming, training, and billing.

- 1.) Call received from customer or referral source. Review general needs. Verify insurance coverage. Schedule an evaluation.
- 2.) Prepare for evaluation. Gather related literature on options. Obtain access to necessary evaluation/loaner equipment.
- 3.) Drive to evaluation site. Meet with customer, therapist, and other interested parties. Participate in evaluation and technology assessment. Gather information on medical status, current and future needs, goals and funding options. Take physical measurements and document. Perform transportation and home accessibility assessment.
- 4.) In some cases, multiple evaluations may be performed involving equipment trials and visits to both the home and other locations.
- 5.) Finalize recommendations and agree on specific equipment to be provided. Prepare pricing worksheet detailing all equipment and components to be ordered. Indicate specific manufacturer, part number and price. (Complex cases may involve items from up to ten different manufacturers.)
- 6.) Identify related coverage criteria. Obtain needed medical necessity documentation from physician and therapist. This required documentation can be significant and must meet specific payer requirements.
- 7.) Submit and obtain funding approval. Include pricing detail and medical necessity documentation. Respond to requests for additional information. Follow up and resolve initial denials.
- 8.) Once funding approval is received, prepare purchase orders for all manufacturers and order items.
- 9.) As pieces of equipment are received, store in holding area until all items for the system have arrived.
- 10.) Once all items have arrived, pull customer order and assemble in accordance with measurements and related notes.
- 11.) Contact customer and/or therapist to schedule delivery and fitting.
- 12.) Deliver equipment as scheduled. Perform fitting, adjustments, and programming. For cases requiring further work, document additional modifications needed and return to shop for processing.
- 13.) Perform additional modifications as noted at the first fitting and schedule additional deliveries and fittings as needed.
- 14.) At final delivery, perform final fitting and adjustments. Review operating instructions and maintenance requirements.
- 15.) Submit for billing to both primary and secondary payers. Follow up through final collection.
- 16.) Respond promptly to requests from the customer or therapist for post-delivery adjustments or operational concerns.
- 17.) Provide ongoing repair and maintenance as needed.

It can be very enlightening when you map out each step in the process. The level of staff and the time taken on each activity is significant and will vary with the complexity of the technology. All parties (physician, therapist, RTP, rehab tech, and other support staff) invest their time and expertise to provide people with the most appropriate equipment to best meet their medical needs and maximize their function and independence.