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

Tuesday, 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

- Ensure applicable fields within the CMWC/Durable Medical Equipment (DME) Assessment and CMWC tabs are completed in a manner that justifies medical necessity.
- 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.



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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.



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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

 [NF receipt.pdf](#)

 [page 6 of catalog.pdf](#)

 [wc new.pdf](#)

← Best practice



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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”.



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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)



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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 [Information Letter 17-12](#).



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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.



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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.



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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.



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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.



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MSRP Attestation Letter

- Include *only* the required information referenced in [Information Letter No. 17-22](#) 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.



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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.



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Examples of Manufacturer's Attestation Letter (Acceptable)



800.564.9248
408.522.8563
comfortcompany.com

Comfort Company
507 South 23rd Avenue
Phoenix AZ 85004

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.

Attestation

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

Robert Dillan

Bob Dillan

Territory Sales Manager - TX & OK
OFFICE: 555-123-4567 CELL: 555-123-6789 | FAX: 555-123-7890

Phone number for contact person



No resident identifying information



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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	EA	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



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TMHP LTC Portal Entry and MSRP Documentation Reconciliation

- 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.



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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.



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TMHP LTC Portal Entry and MSRP Documentation Reconciliation

- All NFSS form entries should include the applicable the Healthcare Common Procedure Coding System codes.
- Each item in the catalog/order form should be clearly labeled (item 1,2, etc.) to the corresponding row of itemized MSRP section of the NFSS (Section C1900).
- Each item should be entered in the same sequential order in the TMHP LTC Portal as it appears in the attached documentation.



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TMHP LTC Portal Entry and MSRP Order Form Reconciliation

- 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.**



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B. Item No.	C. HCPCS Code	D. Description of Item	E. Item Price*
21	<input type="text" value="K0108"/> <input type="button" value="Q"/>	<input type="text" value="W/C COMPONENT-ACCESSORY NOS"/>	\$ 25.00
22	<input type="text" value="K0108"/> <input type="button" value="Q"/>	<input type="text" value="W/C COMPONENT-ACCESSORY NOS"/>	\$ 25.00

Acceptable Submission

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

Order Details

Part #	Description	Qty	MSRP	Base Discount 40 %	Sec. Discount 30 %
52294	STELLAR GL MANUAL TILT WHEELCHAIR	1	\$2,995.00	\$1,797.00	\$1,257.90
52295	Transit Tie Down System (TTDS)	1	\$0.00	\$0.00	\$0.00
52303	1200N Gas Strut - Up to 250lbs/113kg.	1	\$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
52326	Gloss Balck	1	\$0.00	\$0.00	\$0.00
52330	SINGLE post adjustable height 8" - 11"	2	\$255.00	\$153.00	\$107.10
52345	Gel Armpad, 3" X 12"	3	\$115.00	\$69.00	\$48.30



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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 regarding their item number as entered in the TMHP LTC Portal.



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Unacceptable Submission

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



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Unacceptable Submission

Please send your completed order form by email to info@...com or by fax to ...

Order Notes

Frame Type

1503000 Fuzee T50 50" Manual Tilt Wheelchair \$2161 \$ 2,995

Frame Options

1502010 Fixed Base and Seat Frame

1502025 Adjustable Base and Seat Frame \$ 100
250 lbs Weight Capacity. Select Adjustable Seat Width below.

1502100 Frame for Plug In Front Rigging \$ 300

1502300 Transit Tie Down System (TTDS)
TTDS includes 4 factory installed transport brackets. TTDS has been tested according to ANSI/RENISA WC 19. See Owners Manual for complete details.

Seat Width

Elbow Rest Widths

Adjustable Seat Widths

Order with 1502025 Adjustable Base and Seat Frame.

- 1503113 13"-15" Range - Set at 13"
- 1503114 13"-15" Range - Set at 14"
- 1503115 13"-15" Range - Set at 15"
- 1503116 15"-20" Range - Set at 15"
- 1503117 15"-20" Range - Set at 16"
- 1503118 15"-20" Range - Set at 17"
- 1503119 15"-20" Range - Set at 18"
- 1503120 15"-20" Range - Set at 19"
- 1503220 15"-20" Range - Set at 20" \$2201 \$ 325
- 1503221 21"-22" Range - Set at 21" \$2201 \$ 325
- 1503222 21"-22" Range - Set at 22" \$2201 \$ 325

Seat Depth

Standard Seat Depths (Adjustable)

- 1504015 15" Seat Depth
- 1504016 16" Seat Depth
- 1504017 17" Seat Depth
- 1504018 18" Seat Depth
- 1504019 19" Seat Depth
- 1504020 20" Seat Depth \$2201 \$ 475

Custom Seat Depths

Requires 25" Push bar Back Straight, Angle/Height Adjustable Push Bar Handle. Not compatible with Reclining or Fold Down Back.

- 1504021 21" Seat Depth \$2201 \$ 475
- 1504022 22" Seat Depth \$2204 \$ 750



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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.



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Rolling Up Items(cont.)

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



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CATALYST 5 TTL

All Items on this page are rolled up together in Item 12 on the NFSS portal with a QTY of 1.

Accessories

Removable Side Guard

- Composite Side Guards - 40106 **Part:1** \$140
Not available with T-Arm, Flip Back or Swing-Away with Side Guard Armsrest

Anti-Tip

- Rear Anti-Tips - 10971 **Part:2** \$140

Positioning Belt

- 1 1/2" Auto Buckle - 10076 \$70
- 1/2" Padded Auto Buckle - 10076 **Part:3** \$155
- 2" Airline Buckle - 10076 \$110
- Bodypoint Evoflex - Pelvic Stabilizer - 10076 \$183
Size: Small (16-24") Medium (19-29") Large (25-37")
- Bodypoint Belt Mounting Kit \$105
Style: Bracket Band Clamp 1"

Seat Pan

- Removable Aluminum Seat Pan - 10221 \$245
Not available with Transit System. Pan depth 1/2" shorter than Seat Depth.

Other Accessories

- Tool Kit \$45
- Removable Underseat Pouch **Part:4** \$50
- Pediatric KI Mobility Backpack **New!** \$50
- KI Mobility Backpack **Part:5** \$65
- Luggage Carrier **Part:6** \$85
Not available with ELR, PRO ELR or Residual Limb Support
- Black Neoprene Impact Guards \$85
- Clear Spoke Guards - 4006 \$115
Not available with Mag wheels
- Black Spoke Guards - 4006 **Part:7** \$115
Not available with 20" rear wheel or Mag wheels
- Cane and Crutch Holder \$195
- Pole **Part:8** \$265
Available only with Curved Rear Frame Type and Straight Back Posts

O₂ Holder

- Not available with Depth Adjustable Rear Frame
- O₂ Holder - 10206 \$205
 Right Side Left Side

Rolling Up Items (cont.)

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



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Itemized Manufacturer's Suggested Retail Price (MSRP) Quote

C1900. Itemized Price Quote **A.** Number of Items to Add

B. Item No.	C. HCPCS Code	D. Description of Item	E. Item Price*	F. Quantity	G. Total Price	H. Approved Price
12	<input type="text" value="K0108"/> <input type="button" value="Q"/>	Accessories - Multiple Items - See Catalog Form	\$ 1015.00	1	\$ 1015.00	\$ <input type="text"/>

Contact TMHP

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



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Contact PASRR

Contact the HHS IDD Services PASRR Unit at:
1-855-435-7180, or email at
pasrr.support@hhsc.state.tx.us 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.



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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](#)
- [LTC Online Portal User Guide for Nursing Facilities and Hospice Providers](#)



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Questions

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

Webinar 7/10/2018

HHS will create an FAQ document.



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Thank you!
