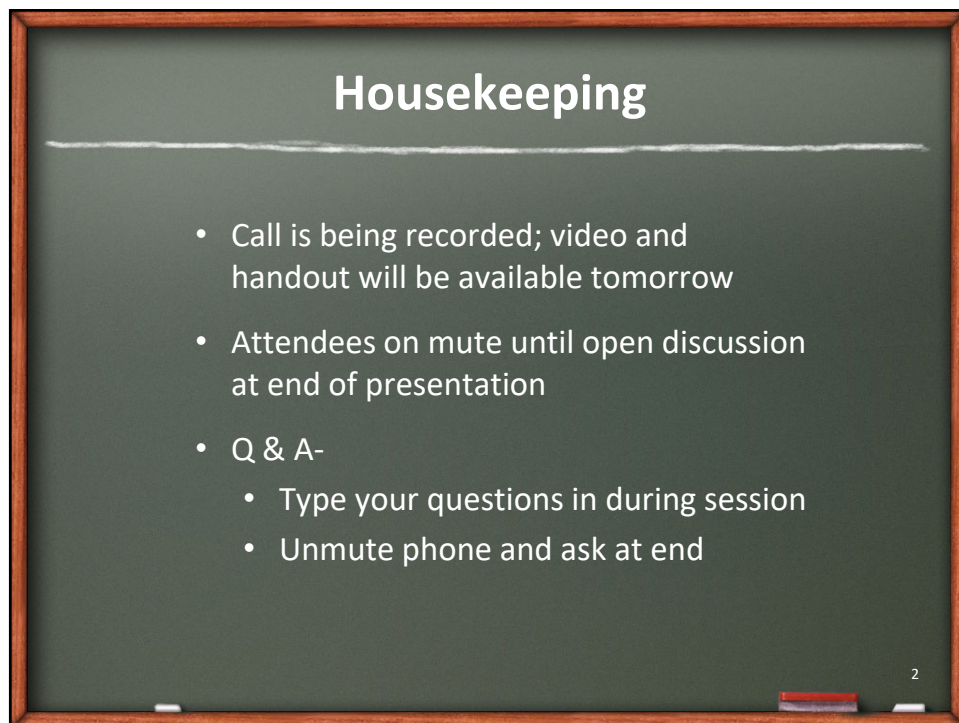




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Previous CRT Webinars

- April 2, April 9, April 16, April 30
- Links to videos and handouts at www.ncart.us and www.nrrts.org

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Today's Topics

1. Recent Developments
2. Legislative Update
3. Remote/Telehealth Update
4. CRT Consumer Challenges
5. OIG PMD Repair Audit
6. Q & A
7. Next webinar- Thursday 5/7 at 4:00 PM ET

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Contact Information

Don Clayback, NCART, Executive Director

dclayback@ncart.us

Weesie Walker, NRRTS, Executive Director

wwalker@nrrts.org

Dan Fedor, U.S. Rehab, Director of Reimb. & Education

dan.fedor@vgm.com

Cathy Carver, Clinician Task Force, Executive Director

cathyhcarver@gmail.com

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Contacts (cont'd)

Rita Stanley, Sunrise Medical, VP of Gov't Relations

rita.stanley@sunmed.com

Seth Johnson, Quantum Rehab, SVP of Gov't Affairs

sjohnson@pridemobility.com

Jim Stephenson, Permobil, Reimb. & Coding Manager

jim.stephenson@permobil.com

Mickae Lee, NCART, Director of Advocacy & Comm.

mlee@ncart.us

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6

Recent Developments

- Continued collaboration with advocacy partners: AA Homecare, VGM/US Rehab, State Associations
- DME MAC COVID-19 webinars
- *JUST OUT THIS AFTERNOON*- CMS announcement of “sweeping changes to support Healthcare System”; includes “further expansion of Telehealth in Medicare”
- New COVID-19 CMS “Interim Final Rule with Comment” - CMS-5531-IFC

7

7

PTs and OTs Can Do Telehealth

"For the duration of the COVID-19 emergency, CMS is waiving limitations on the types of clinical practitioners that can furnish Medicare telehealth services. Prior to this change, only doctors, nurse practitioners, physician assistants, and certain others could deliver telehealth services. Now, other practitioners are able to provide telehealth services, including physical therapists, occupational therapists, and speech language pathologists."

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Process To Add Telehealth Codes

“CMS is changing its process during the emergency and will add new telehealth services on a sub-regulatory basis, considering requests by practitioners now learning to use telehealth as broadly as possible. This will speed up the process of adding services.”

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9

Outstanding CRT Access Issues

- Addition of PT/OT CPT Code 97542
“Wheelchair Management” for Telehealth
- Medicare Instructions- documentation requirements under relaxed COVID-19 polices; additional guidance on required CRT evaluations/assessments
- Additional states’ adoption of telehealth for CRT when appropriate

10

10

Legislative Update

Congress

- Out of session this week
- Senate returns next week
- House to remain on recess due to COVID-19

Discussing develop. of next COVID Relief Package

- Wide array of proposals underscores disagreements on Federal governments next steps

11

11

House Priorities

- State and local governments – \$1 trillion
- Food stamps
- Voting by mail
- Infrastructure
- Broadband
- Expand business tax relief
- Additional individual relief

Timing

Speaker Pelosi – while we are “at the mercy of the virus,” she anticipates coming back week of May 11.

12

12

Senate Priorities

- Open to helping state and local governments with COVID-19 expenses
- Liability protections for businesses that reopen during pandemic must be included
- Additional Small Business relief where need is identified
- Essential Worker bonus' – Schumer up to \$25k

Leader McConnell – opposed to including infrastructure funding in this bill.

13

13

Administration Priorities

- Infrastructure funding (roads, bridges, broadband)
- Payroll tax cuts
- Limited assistance for States/local governments
- Liability protections for businesses

14

14

Remote/Telehealth Tips

Cathy Carver, PT, ATP/SMS
Executive Director, Clinician Task Force
Wheelchair and Seating Clinic
University of Alabama Hospital
cathyhcarver@gmail.com

15

15

Clinical Guidance for Serving Patients Needing CRT During the COVID-19 Pandemic

It's always best practice to care for your patients one-on-one when determining their Complex Rehab Technology (CRT) needs. However, protecting their health at this time is equally important and in-clinic visits may not be the best option. Use the chart below to help determine if your patients with complex needs must be seen in-clinic or if other options might be more appropriate.

Does your patient have:

- AN URGENT NEED FOR NEW EQUIPMENT?
 - A NEED TO REPLACE "LIKE FOR LIKE" EQUIPMENT? CONFIRM WITH PT/OT AND THEN CONTACT THE SUPPLIER.
- AN URGENT NEED FOR MODIFICATION OR REPAIR? (i.e. seating needs, pain, skin changes, sitting tolerance)
 - A MECHANICAL OR REPAIR ISSUE? CONTACT THE SUPPLIER.
- EQUIPMENT THAT NEEDS TO BE FITTED?

IS YOUR CLINIC OPEN?

- YES**
 - IS THE PATIENT HIGH-RISK FOR COVID-19? (OR HESITANT TO COME INTO THE CLINIC)
 - NO**: IF IT CANNOT WAIT, SCHEDULE AN APPOINTMENT. COORDINATE WITH THE PATIENT, CAREGIVER, SUPPLIER, AND PHYSICIAN (AS NEEDED) TO PREPARE FOR THE APPOINTMENT SO THERE ONLY NEEDS TO BE ONE VISIT.
 - YES**:
 - REMEMBER: BE CERTAIN TO MAINTAIN DETAILED DOCUMENTATION OF ALL INFORMATION DISCUSSED AND/OR OBSERVED DURING ANY CALL, VIDEO, OR OTHER CONSULTATION.
 - CONTACT THE SUPPLIER FOR OPTIONS
 - CONSIDER HOME HEALTH OPTIONS
 - CONSIDER TELEHEALTH OPTIONS
 - CONTACT ON-CALL PT/OT
 - REFER TO AN OPEN CLINIC
 - EXPLORE LOAN CLOSET OPTIONS
 - DEFER APPOINTMENT TO A LATER TIME
 - NO**:
 - CONTACT THE SUPPLIER FOR OPTIONS
 - CONSIDER HOME HEALTH OPTIONS
 - CONSIDER TELEHEALTH OPTIONS
 - CONTACT ON-CALL PT/OT
 - REFER TO AN OPEN CLINIC
 - EXPLORE LOAN CLOSET OPTIONS
 - DEFER APPOINTMENT TO A LATER TIME

Have more questions or need assistance? Contact the Clinician Task Force at cliniciantaskforce@gmail.com

16

General Prep for Telehealth Visit

- Patient/caregiver; PT/OT; Supplier (ATP, Tech)
- Technology ready, Internet, supporting equip
- Documentation, Billing, Policies
- Tools needed for visit, including demos
- Goal of visit
- Backup Plan
- PPE
- Team should have “code” if things don’t go well

17

17

Tips for Patients

- No symptoms of COVID or other issues
- Be ready/on-time- dressed, meds, toileting, eating
- Have goals in mind
- Have insurance info ready to provide
- Have any caregiver or family there if needed
- Be prepared to show home inside/out and vehicle(s)
- Express any concerns or questions
- Provide any info on current or previous CRT equip

18

18

Tips for Therapists

- Pre-visit screening/call/video
- Gather all medical info
- Determine your location and any additional equipment (headphones, screen, demos...)
- Test Tech set up with supplier
- Know documentation, billing, policy requirements
- Know goal of visit, discuss plan w/ supplier incl TIME
- If fitting, plan with supplier the time you need
- Plan for any special concerns if for a child
- Discuss any f/u needed in clinic later

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Tips for Suppliers

- Pre-screen via remote technology - home, eligibility, goals, current equipment, etc.
- Prep patient with expectations on your arrival
- Clean all equipment going in/out of home
- PPE and provide any for team
- Set up and test technology
- Plan for paperwork time
- Know back up plan if technology fails

20

20

Quotes from the Field

- **Therapists:** “hard not being hands-on”; “good to see home environment”; “not comfortable on evals”; “hard to document as we go”; “can’t always get good view”; “hard to get good detail”
- **Patients:** “love not traveling”; “weird seeing my therapist on a screen”; “hard to hear at times”

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Quotes (cont’d)

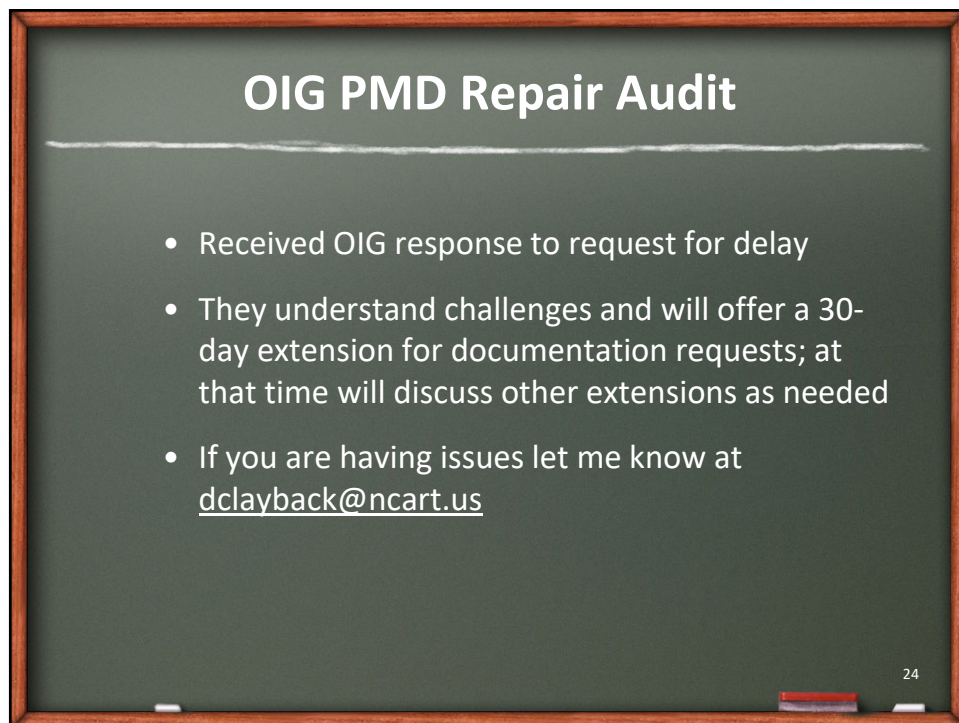
- **Suppliers:** “love seeing the patient’s home but the time for set up and paperwork later is hard; can take more time”; “it’s great for education and repairs”; “more demo options if we are in clinic”; “easier on patients I have relationship with, harder with new people”; “hard to stay on schedule”

22

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24

Next Steps

- Next CRT COVID-19 call will be Thursday May 7 at 4:00 PM ET
- Email state issues/updates to mlee@ncart.us
- Thanks for your commitment!

[Follow up to dclayback@ncart.us](mailto:dclayback@ncart.us)

25

25

Q & A

Thanks for your attention!

Talk again next Thursday!

26

26