



## Welcome

- Webinar being recorded; video and handout will be available tomorrow morning
- Attendees on mute until open discussion at end of presentation
- Q & A - type questions in during session OR unmute your phone at end
- Previous webinar recordings and handouts at [www.ncart.us](http://www.ncart.us) and [www.nrmts.org](http://www.nrmts.org)

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## Today's Topics

1. Congressional Outlook
2. CRT Advocacy News
3. Medicare Repair Documentation Update
4. NRRTS Updates
5. Clinician Task Force Progress and Plans
6. CRT Provider Benchmarking Survey Results
7. Q & A

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## Congressional Update

**House & Senate** – in session likely through Dec. 23; Current “must pass” government funding bill expires Dec 16; Likely one week extension to reach agreement on Omnibus funding bill. Currently focused on passing National Defense Authorization.

### Provider Relief

- HR 6641 and extension of non-bid/non-rural post PHE
- “Pay Go” – potential 4% cut if Congress fails to address.

**DMEPOS CPI** – 8.7% for CRT items; 9.1% for labor, repair/replace

### Elections

House – R's take over majority 222-213 (R's picked up 19 seats)

Senate – D's majority expanded 1 seat 51-49

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## 2023 CRT Legislative Outlook

**2023 CRT Legislative Outlook:**

- House committees led by Republicans
- Senate committees led by Democrats
- Our CRT priorities are bipartisan

**2023 CRT Priorities**

- Secure Medicare coverage of power seat elevation & release of power standing NCD.
- CRT industry relief to address cost increases due to pandemic, supply chain, inflation and fuel.
- Repair and service reform

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## CRT Advocacy & News

- Seat Elevation Update
- Stakeholders participated in the CMS comment period for Seat Elevation- 3,500+ comments
  - Seat Elevation Timeline
    - CMS to review all of the comments
    - CMS will issue a decision memo- February 15, 2023
      - 30-day comment period
    - Expected completion date- May 16, 2023
  - Next Steps
    - Strategy will be developed based on decision
    - Positive outcome- CMS Coding and Pricing

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## CRT Advocacy & News

- Power Standing Systems Update
  - Power standing systems comments were not opened with seat elevation
  - The ITEM coalition along with NCART held a conference call with CMS regarding seat elevation and power standing systems
    - CMS would not comment on status of releasing a date to open the comment period
    - The industry is expecting CMS to release the comment period in 2023 but we don't know when
      - We continue to collect data to help support the coverage determination for power standing systems

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## CRT Advocacy & News

### Public Health Emergency Extension

- The Public Health Emergency (PHE) was extended to January 14, 2023
  - HHS Secretary Becerra promised to provide stakeholders at least 60 days advance notice. The deadline has passed to meet the January deadline
  - Reports indicate that the White House will extend the PHE once again, but we have no confirmation
- Legislation was passed by Congress that would extend the PHE an additional 151 days- expected date is June 24, 2023, unless another extension is issued
- Federal and State Concerns
  - States will see a cut in funding and Medicaid waivers
  - End of telehealth for CRT?
    - There are bills currently before Congress that may extend telehealth

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## CRT Advocacy & News

### Looking forward to 2023

- NCART Priorities
  - Successful Power Seating- Decision, Coding, and Pricing
  - Comment period opened for Power Standing Systems
- Reimbursement Reform to reflect increased inflationary pressures
- Service and Repair Reform
- Secondary Issue- Insurance Improper Denials

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## CRT Advocacy & News

Thank you to everyone for your  
continued advocacy  
Your voice matters

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## Repair Documentation UPDATE

### Medical necessity / Continued Need

- Medical record 12 months preceding the date of the repair (chart note/progress note)
- Until 1/1/23 and ORDER is NOT sufficient for continued need
- Effective 1/1/23 and ORDER (SWO) IS sufficient for continued need (woohoo!)
- An SWO is valid for 12 months as long as it's not repair specific (i.e. repair motor on power wheelchair)
- General SWO is best – “Repairs to (insert item)”

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## Repair Documentation UPDATE

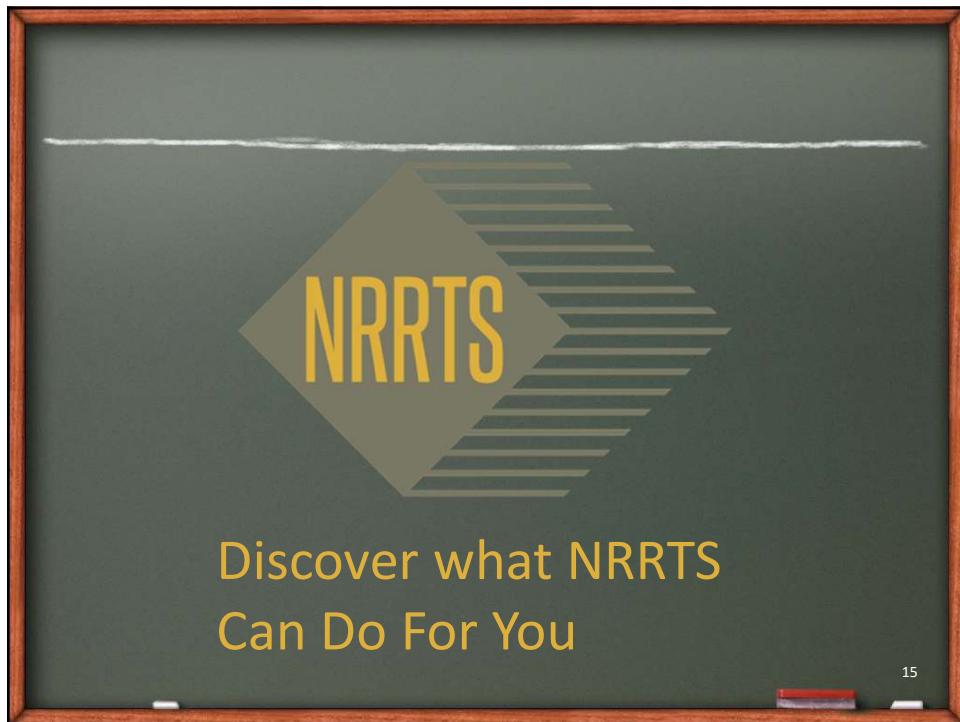
### Continued Need – Effective 1/1/23

Information used to justify continued medical need must be timely for the DOS under review. Any of the following may serve as documentation justifying continued medical need:

- A recent order/prescription by the treating practitioner for refills of supplies;
- **A recent order/prescription by the treating practitioner for repairs;**
- A recent change in an order/prescription
- A properly completed CMN or DIF obtained prior to DOS 01/01/2023, with an appropriate length of need specified;
- Timely documentation in the beneficiary's medical record showing usage of the item.

Timely documentation is defined as a record in the preceding 12 months unless otherwise specified elsewhere in the policy.

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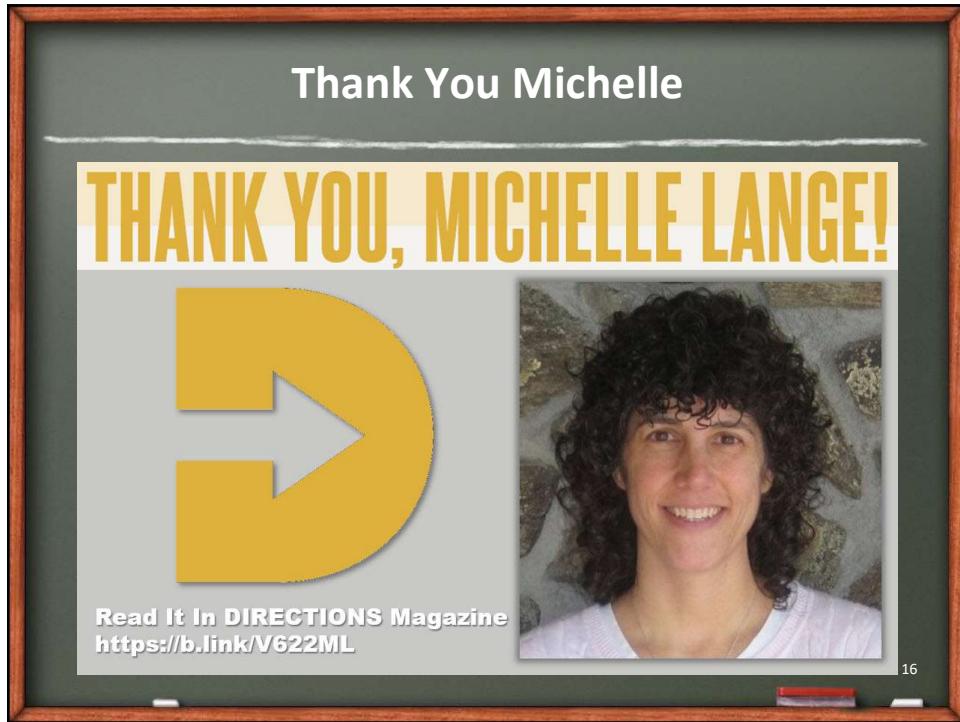


The image shows a chalkboard with a dark green background and a brown wooden frame. In the center, there is a large, stylized logo for NRRTS. The letters 'NRRTS' are written in a bold, yellow, sans-serif font. Behind the letters is a grey diamond shape containing several thin, light-yellow horizontal lines that create a striped pattern. Below the logo, the text 'Discover what NRRTS Can Do For You' is written in a smaller, yellow, sans-serif font. In the bottom right corner of the chalkboard, there is a small white rectangular area with the number '15' written in black.

NRRTS

Discover what NRRTS  
Can Do For You

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The image shows a chalkboard with a dark green background and a brown wooden frame. At the top, the text 'Thank You Michelle' is written in a white, sans-serif font. Below this, the text 'THANK YOU, MICHELLE LANGE!' is written in a large, bold, yellow, sans-serif font. To the left of this text is a large yellow circular arrow icon with a white arrow pointing to the right. To the right of the text is a portrait photograph of a woman with curly dark hair, smiling. At the bottom left, there is a white rectangular box containing the text 'Read It In DIRECTIONS Magazine' and a URL 'https://b.link/V622ML'. In the bottom right corner of the chalkboard, there is a small white rectangular area with the number '16' written in black.

Thank You Michelle

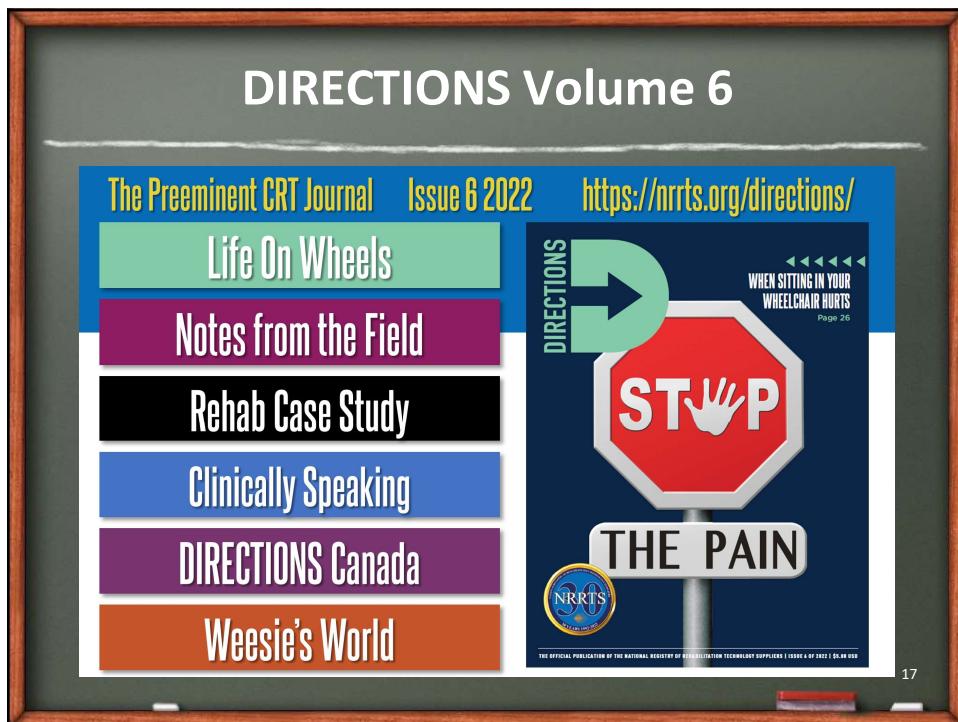
THANK YOU, MICHELLE LANGE!

Read It In DIRECTIONS Magazine  
<https://b.link/V622ML>

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## DIRECTIONS Volume 6

The Preeminent CRT Journal Issue 6 2022 <https://nrrts.org/directions/>



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### From the NRRTS Office

 **From the NRRTS Office** featured in DIRECTIONS <https://b.link/V622FTNO>



In the past two years, it has felt like the perfect storm that could have destroyed our industry, but instead, we came together and figured out a way to provide equipment and services to the customers we serve.

**Carey Britton, ATP/SMS, CRTS<sup>©</sup>**  
President NRRTS

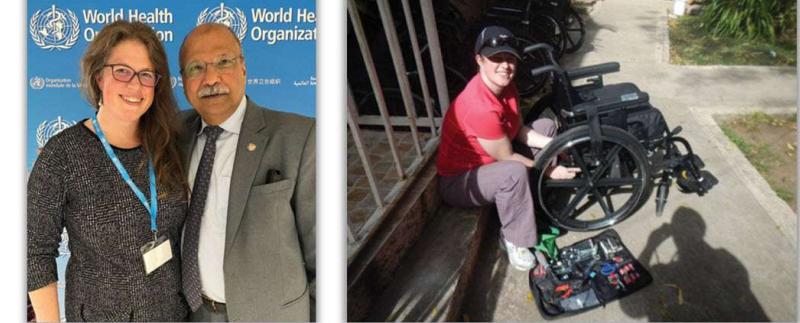
**Resilience & Persistence**

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## Clinically Speaking

CLINICALLY SPEAKING [HTTPS://b.link/V622CS](https://b.link/V622CS)

### EMMA'S PATH: SMITH FINDS WAY TO HELP OTHERS AS CLINICIAN, POLICY INFLUENCER



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## REHAB Case Study

REHAB CASE STUDY



**Tamara Kittelson**  
MS, OTR/L, ATP/SMS

WHEN SITTING  
IN YOUR  
WHEELCHAIR  
HURTS

STOP  
THE PAIN

<https://b.link/V622RCS>

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## Life On Wheels



**The Juice Is Worth The Squeeze** DIRECTIONS Life On Wheels

**Shaun Kalpakoff**  
<https://b.link/V622LOW>

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## DIRECTIONS Canada

### Client's Pelvic Obliquity Shifted as They Crossed the Canadian / US Boarder

**Linda Norton**  
B.Sc.OT, MSc.CH, PhD, OT Reg(ONT)



**DIRECTIONS CANADA**  
<https://b.link/V622DCA>

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## 2023 Webinars Q1

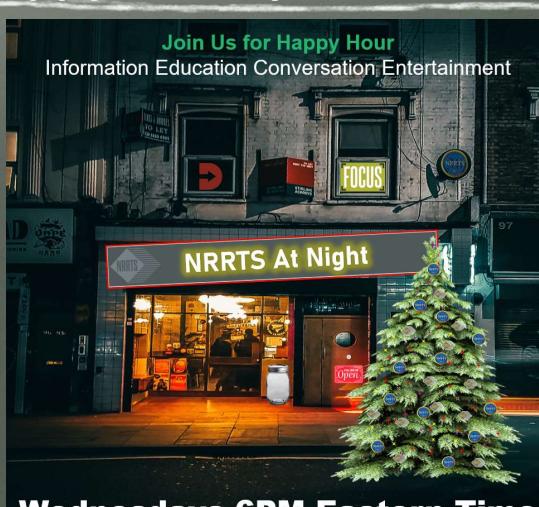
Jan 10 – Keynote: What Parents Want CRT Suppliers to Know  
Jan 26 – Made for Each Other: Early Custom Seating  
Feb 8 – Seating & Mobility for the Geriatric Population  
Feb 23 – Making a Stronger Voice by Working Together  
Mar 9 – Infection Control in the Real World  
Mar 23 – Power Add-Ons for Manual Wheelchairs



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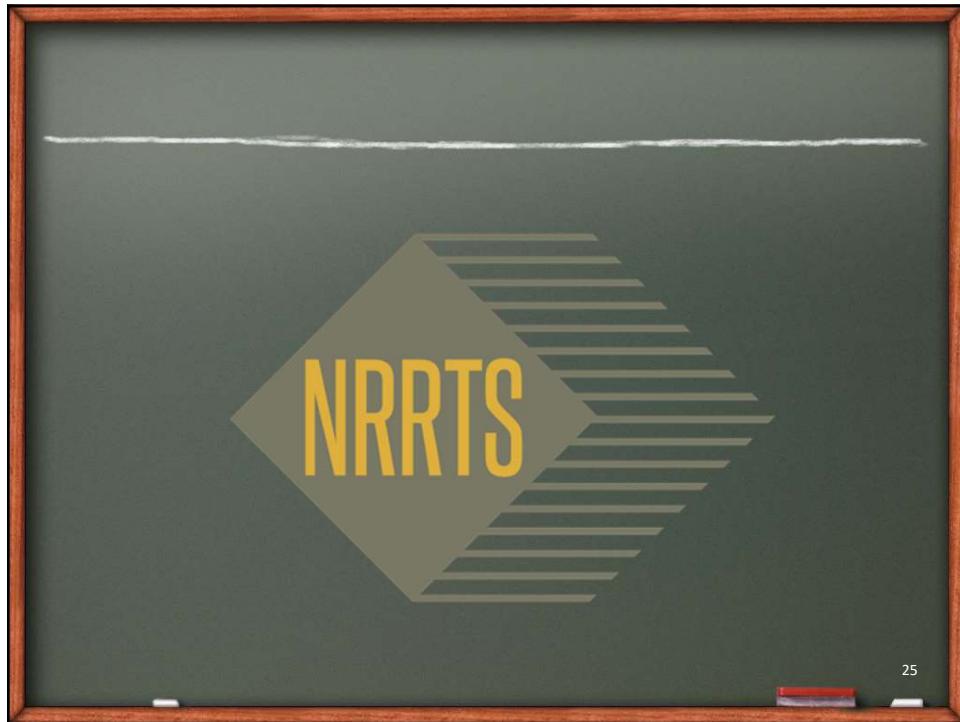
## Happy Hour Every Wednesday Happy Holidays from NRRTS

Join Us for Happy Hour  
Information Education Conversation Entertainment



Wednesdays 6PM Eastern Time  
<https://b.link/NRRTSHappyHour>

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## Clinician Task Force



**Our Mission**  
To provide clinical based expertise to inform and promote public policy, best practices, and positive outcomes regarding people with disabilities who require Complex Rehab Technology (CRT) products and related services.

**Timeline:**

- CTF Letter emailed: September 21, 2021
- DME MAC response: October 22, 2021
- Meeting with DME MAC January 18, 2022

**Results:**

- ICD-10 Code implementation: October 1, 2022
- Power Assist Policy Process

**CTF input leads to revision of the CMS Wheelchair Seating Policy Article, Effective October 1, 2022**

In 2021, a group of Clinician Task Force (CTF) members reviewed all of the CMS Local Coverage Determinations (LCDs) and Policy Articles for Manual Wheelchairs, Power Mobility Devices, Wheelchair Seating, and Options and Accessories. They came up with several concerns and recommendations, which were forwarded to the DME MAC Medical Directors.

In January 2022, a meeting with the DME MAC Medical Directors resulted in the agreement that if any of the suggested ICD-10-CM codes for wheelchair seat and back cushions met the narrative requirements in the Seating Policy LCD, then these codes would be added to the applicable ICD-10-CM code list. Many diagnostic codes were reviewed and deemed acceptable.

The updated Policy Article for wheelchair seating went into effect on October 1, 2022. These additional ICD-10 codes will assist in allowing Medicare beneficiaries with these diagnoses to obtain the seating products that they require.

The codes that CTF requested and were approved are listed below along with the applicable Group of codes:

F03 - Unspecified Dementia	Group 2 and Group 4
G31.83 - Dementia with Lewy bodies	Group 2 and Group 4
G60.0 - Hereditary Motor and Sensory Neuropathy	Group 2
Q72 codes - Congenital complete absence of lower limb or of thigh and lower leg with foot present	Group 3 and Group 4
Q79.60-Q79.69 - Ehlers-Danlos Syndrome	Group 2 and Group 4
Q90.0, Q90.1, Q90.2, Q90.9 - Down Syndrome	Group 2

In addition, the updated ICD-10 codes include various types of muscular dystrophy.

This is excellent progress for those who require more than a general use seat or back cushion. Please keep in mind that the ICD-10-CM code alone does not confer coverage; rather the clinical findings manifested by the beneficiary must be documented in the medical record to support the medical necessity.

The link to review the policy article is here <https://www.cms.gov/medicare-coverage-database/view/article.aspx?articleid=57905>

Clinician Task Force | 209 Park Blvd North, Venice FL 34285 | Fax (941) 237-4186 | cliniciantaskforce.us

## CMS Wheelchair Seating Policy Article

REVISION HISTORY DATE	REVISION HISTORY NUMBER	REVISION HISTORY EXPLANATION
10/01/2022	R17	<p>Revision Effective Date: 10/01/2022</p> <p><b>CODING GUIDELINES:</b></p> <p>Added: CAD/CAM technology details to the fabrication technique information</p> <p>Revised: Format of language pertaining to fabrication techniques for cushions</p> <p><b>ICD-10-CM CODES THAT SUPPORT MEDICAL NECESSITY:</b></p> <p>Added: ICD-10-CM codes F03.90, F03.911, F03.918, F03.92, F03.93, F03.94, F03.A11, F03.A1B, F03.A2, F03.A3, F03.A4, F03.B11, F03.B18, F03.B2, F03.B3, F03.B4, F03.C11, F03.C18, F03.C2, F03.C3, F03.C4, G31.83, G60.0, Q79.60, Q79.61, Q79.62, Q79.63, Q79.65, Q90.0, Q90.1, Q90.2, and Q90.9 to Group 2 Codes</p> <p>Added: ICD-10-CM codes Q72.01, Q72.02, Q72.03, Q72.11, Q72.12, and Q72.13 to Group 3 Codes</p> <p>Added: ICD-10-CM codes F03.90, F03.911, F03.918, F03.92, F03.93, F03.94, F03.A11, F03.A1B, F03.A2, F03.A3, F03.A4, F03.B11, F03.B18, F03.B2, F03.B3, F03.B4, F03.C11, F03.C18, F03.C2, F03.C3, F03.C4, G31.83, G60.0, Q72.01, Q72.02, Q72.03, Q72.11, Q72.12, Q72.13, Q79.60, Q79.61, Q79.62, Q79.63, Q79.69, Q90.0, Q90.1, Q90.2, and Q90.9 to Group 4 Codes</p> <p>Added: ICD-10-CM codes G71.031, G71.032, G71.033, G71.0340, G71.0341, G71.0342, G71.0349, G71.035, G71.038, and G71.039 to Group 2 and Group 4 Codes, due to ICD-10-CM code updates</p> <p><i>09/22/2022: At this time the 21st Century Cures Act applies to new and revised LCDs which require comment and notice. This revision is to an article that is not a local coverage determination.</i></p>

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## End of Year Giving

- <https://donorbox.org/clinician-task-force-donations>

### We Appreciate Your Support!

The Clinician Task Force uses donated funds primarily to support advocacy and education efforts by the membership, such as time spent on workgroup projects, speaking at conferences on seating and mobility, when addressing health care policy efforts and collaborating with other industry groups.

Thank you for your support of our work!



Choose amount

One-time Monthly

\$ 10 \$ 50 \$ 100

\$ Custom Amount

Write us a comment  
 Display your donation & comment on the donor wall

Next →

Powered by Donorbox

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**2023 LOOKING FORWARD**

In addition to: maintaining our consistent commitments and responding to industry needs. Questions? please ask!





**POWER ASSIST** An effort to change policy for MWC users who use power assist, so eligibility for power assist starts at MWC receipt, not 1 year later.

**POWER SEAT ELEVATION & POWER STANDING**





WILL CONTINUE ADVOCACY FOR COVERAGE

Through case studies and/or CEU videos, we will inspire conversations about ethics in CRT practice.





**Education**

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## 2022 Benchmark Survey

- All participants are U.S. Rehab members
- The Process of collecting data
- Data collected
  - Revenue (by product line and payer type)
  - ATP and other employee analysis
  - Life Cycle of an Order/DSO
  - Billing Dept and Software
  - Industry Challenges
  - Plus much more.

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## Revenue

- By product line
  - CRT manual
  - CRT power
  - Standard power
  - Etc.
- Expenses
- Profit as % of Rev
- Operating profit
- Sales and Marketing exp.
- By Payer Type

*Revenue by Payer Type*

Payer Type	Percentage
Medicare	28%
Medicaid	25%
Private Pay	14%
Private Insurance-HMO	10%
Medicare Managed Care	9%
Private Insurance-Fee for Service	6%
Workers' Comp	2%
VA	2%
Other	4%
Remaining	2% (each)

This graph shows the average percentages of where revenue comes from according to the survey.

## Billing

- Life Cycle of Order
- Days Sales Outstanding
- Outsourcing
- Softwares
- Etc.

*Life Cycle of an Order*

Days Outstanding	Percentage
95+ Days	22%
70-95 Days	39%
30-60 Days	39%

39% of the respondents to the survey fell into the 30- to 60-day window, and another 39% of the respondents fell into the 70- to 95-day time period. The other 22% of the respondents landed in the 95+ time frame. The overall average life cycle of all respondents to the survey came out to be 81 days.

## Miscellaneous

- Biggest Challenges
- Previous surveys
  - Compensation plans
  - Covid response
  - HR specific
  - Deeper Dive in Revenue metrics



## Questions

Tyler Mahncke  
Vice President, U.S. Rehab  
[Tyler.Mahncke@vgm.com](mailto:Tyler.Mahncke@vgm.com)  
319-230-2097

## Webinar Wrap Up

- Thanks for your commitment!
- Handout and recording will be available tomorrow.
- Q&A
- Have webinar topic suggestions? Let us know!

**2023 CRT Industry Webinars will be  
announced in January!**

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