Notice: We launched a new web site. As a result, past versions of the billing guide, such as this one, have broken hyperlinks. Please review the current guide for the correct hyperlinks.



Complex Rehabilitation Technology (CRT) Provider Guide

May 1, 2015



About this guide*

This publication takes effect May 1, 2015, and supersedes earlier guides to this program.

Washington Apple Health means the public health insurance programs for eligible Washington residents. Washington Apple Health is the name used in Washington State for Medicaid, the children's health insurance program (CHIP), and state-only funded health care programs. Washington Apple Health is administered by the Washington State Health Care Authority.

What has changed?

Subject	Change	Reason for Change
Coverage Table	Added HCPCS code E0776 for IV poles	This item has been covered under
(Equipment, Replacement, Repair)		various miscellaneous codes.
		Using this code will allow the agency to
		track usage.

How can I get agency provider documents?

To download and print agency provider notices and provider guides, go to the agency's <u>Provider Publications</u> website.

Additional resources

To download and print agency provider notices and provider guides, see the agency's <u>Provider Publications website</u>. For additional resources, see the agency's online list of <u>Resources Available</u>.

^{*} This publication is a billing instruction.

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Alert! The page numbers in this table of contents are "clickable"— hover over on a page number and click to go directly to the page. As an Adobe (.pdf) document, the guide also is easily navigated by using bookmarks on the left side of the document. (If you don't see the bookmarks, right click on the document and select Navigation Pane Buttons. Click on the bookmark icon on the left of the document.)

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Definitions

This list defines terms and abbreviations, including acronyms, used in this guide. See the agency's <u>Washington Apple Health Glossary</u> for a more complete list of definitions.

Acquisition cost (AC) – The cost of an item excluding shipping, handling, and any applicable taxes.

Assignment – A process in which a doctor or supplier agrees to accept the Medicare program's payment as payment in full, except for specific deductible and coinsurance amounts required of the patient.

Complex needs patient – An individual with a diagnostic or medical condition that results in significant physical or functional needs and capacities. (WAC 182-543-1000)

Complex rehabilitation technology (CRT)

- Means wheelchairs and seating systems classified as durable medical equipment within the Medicare program that:
- (1) Are individually configured for individuals to meet their specific and unique medical, physical, and functional needs and capacities for basic activities as medically necessary to prevent hospitalization or institutionalization of a complex needs patient.
- (2) Are primarily used to serve a medical purpose and generally not useful to a person in the absence of an illness or injury.
- (3) Require certain services to allow for appropriate design, configuration, and use of such item, including patient evaluation and equipment fitting and configuration. (WAC 182-543-1000)

Date of delivery – The date the client actually took physical possession of an item or equipment. (WAC 182-543-1000)

Health care common procedure coding system (**HCPCS**) – A coding system established by the Centers for Medicare and Medicaid Services (CMS). (WAC 182-543-1000)

Home – For the purposes of this chapter, means location, other than hospital or skilled nursing facility where the client receives care. (WAC 182-543-1000)

Individually configured – A device has a combination of features, adjustments, or modifications specific to complex needs patient that a qualified complex rehabilitation technology supplier provides by measuring, fitting, programming, adjusting, and adapting the device as appropriate so that the device is consistent with an assessment or evaluation of the complex needs patient by a health care professional and consistent with the complex needs patient's medical condition, physical and functional needs and capacities, body size, period of need, and intended use. (WAC 182-543-1000)

Manual wheelchair – See "Wheelchair – Manual."

Medically necessary – See <u>WAC 182-500-</u>0070.

Power-drive wheelchair – See "Wheelchair – Power."

Pricing cluster – A group of manufacturers' list prices for brands/models of DME, medical supplies and nondurable medical equipment that the agency considers when calculating the reimbursement rate for a procedure code that does not have a fee established by Medicare. (WAC 182-543-1000)

Prior authorization – See <u>WAC 182-500-</u>0085.

Qualified complex rehabilitation technology supplier – A company or entity that:

- (1) Is accredited by a recognized accrediting organization as a supplier of CRT.
- (2) Meets the supplier and quality standards established for durable medical equipment suppliers under the Medicare program.
- (3) For each site that it operates, employs at least one CRT professional, who has been certified by the Rehabilitation Engineering and Assistive Technology Society of North America as an assistive technology professional, to analyze the needs and capacities, and provider training in the use of the selected covered CRT items.
- (4) Has the CRT professional physically present for the evaluation and determination of the appropriate individually configured complex rehabilitation technologies for the complex needs patient.
- (5) Provides service and repairs by qualified technicians for all CRT products it sells.

(6) Provides written information to the complex needs patient at the time of delivery about how the individual may receive service and repair.

(WAC 182-543-1000)

Usual and customary charge – See WAC 182-500-0100.

Warranty-period – A guarantee or assurance, according to manufacturers' or provider's guidelines, of set duration from the date of purchase. (WAC 182-543-1000)

Wheelchair – Manual – A federally-approved, non-motorized wheelchair that is capable of being independently propelled and fits one of the following categories:

• Standard:

- ✓ Usually is not capable of being modified
- ✓ Accommodates a person weighing up to 250 pounds
- ✓ Has a warranty period of a least one year

• Lightweight:

- ✓ Composed of lightweight materials
- ✓ Capable of being modified
- ✓ Accommodates a person weighing up to 250 pounds
- ✓ Usually has a warranty period of at least three years

• High-strength lightweight:

- ✓ Is usually made of a composite material
- ✓ Is capable of being modified
- ✓ Accommodates a person weighing up to 250 pounds
- ✓ Has an extended warranty period of over three years

✓ Accommodates the very active person

• Hemi:

- ✓ Has a seat-to-floor height lower than 18" to enable an adult to propel the wheelchair with one or both feet
- ✓ Is identified by its manufacturer as "Hemi" type with specific model numbers that include the "Hemi" description
- **Pediatric:** Has a narrower seat and shorter depth more suited to pediatric patients, usually adaptable to modifications for a growing child.
- Recliner: Has an adjustable, reclining back to facilitate weight shifts and provide support to the upper body and head.
- **Tilt-in-space:** Has a positioning system, which allows both the seat and back to tilt to a specified angle to reduce shear or allow for unassisted pressure releases.
- **Heavy duty** meets one of the following:
 - ✓ Is specifically manufactured to support a person weighing up to 300 pounds
 - ✓ Accommodates a seat width of up to 22" wide (not to be confused with custom manufactured wheelchairs)
- **Rigid:** Is an ultra-lightweight material with a rigid (nonfolding) frame.

• **Custom heavy duty** meets one of the following:

- ✓ Is specifically manufactured to support a person weighing over 300 pounds
- ✓ Accommodates a seat width of over 22" wide (not to be confused with custom manufactured wheelchairs).

• Custom manufactured specially built:

- ✓ Ordered for a specific client form custom measurements
- ✓ Is assembled primarily at the manufacturer's facility

(WAC 182-543-1000)

Wheelchair – Power – A federally-approved, motorized wheelchair that can be independently driven by a client and fits one of the following categories:

• Custom power adaptable to:

- ✓ Alternative driving controls
- ✓ Power recline and tilt-in-space systems
- Non-custom power: Does not need special positioning or controls and has a standard frame.
- **Pediatric**: Has a narrower seat and shorter depth that is more suited to pediatric patients. Pediatric wheelchairs are usually adaptable to modifications for a growing child. (WAC 182-543-1000)

About CRT

What is the purpose of this provider guide?

The purpose of this provider guide is to provide billing information for individually configured, complex rehabilitation technology (CRT) products and related services provided to eligible clients with complex needs.

Note: For clients who require a wheelchair but who do not meet the agency's requirements in this provider guide for an individually configured CRT product, see the agency's DME/Non-CRT Wheelchairs Provider Guide.

When does the agency pay for CRT products and related services?

(WAC 182-543-0500)

The agency covers complex rehabilitation technology (CRT) products and related services according to agency rules and subject to the limitations and requirements within this guide.

The agency pays for CRT products and related services including modifications, accessories, and repairs when they are all of the following:

- Covered
- Within the scope of the client's medical program (see WAC <u>182-501-0060</u> and <u>182-501-0065</u>)
- Medically necessary, as defined in WAC <u>182-500-0005</u>
- Prescribed by a physician, advanced registered nurse practitioner (ARNP), physician assistant certified (PAC), or naturopathic physician within the scope of his or her licensure, except for dual eligible Medicare/Medicaid clients when Medicare is the primary payer and the agency is billed for a co-pay and/or deductible only

- Authorized, as required in this provider guide, and per the following:
 - ✓ Chapter 182-501 WAC
 - ✓ Chapter <u>182-502</u> WAC
 - ✓ Chapter <u>182-543</u> WAC
- Provided and used within accepted medical or physical medicine community standards of practice

The agency requires prior authorization (PA) for CRT products and related services. The agency evaluates requiring PA on a case-by-case basis to determine medical necessity, according to the process found in WAC <u>182-501-0165</u>.

Note: See <u>Authorization</u> for specific details regarding authorization for CRT.

The agency evaluates a request for any CRT product or related service listed as noncovered within this provider guide under the provisions of WAC <u>182-501-0160</u>. When EPSDT applies, the agency evaluates a noncovered product or service according to the process in WAC <u>182-501-0165</u> to determine if it is all of the following:

- Medically necessary
- Safe
- Effective
- Not experimental (refer to the agency's <u>Early and Periodic Screening, Diagnosis and</u> Treatment (EPSDT) Program Provider Guide for more information)

The agency evaluates a request for a service that is in a covered category, but has been determined to be experimental or investigational as defined by WAC <u>182-531-0050</u>, under the provisions of WAC <u>182-501-0165</u> which relate to medical necessity.

Does the agency follow the National Correct Coding Initiative (NCCI) policy?

Yes. The agency follows the National Correct Coding Initiative (NCCI) policy. The Centers for Medicare and Medicaid Services (CMS) created this policy to promote national correct coding methods. NCCI assists the agency to control improper coding that may lead to inappropriate payment.

The agency bases coding policies on the following:

- The American Medical Association's (AMA) Current Procedural Terminology (CPT®) manual
- National and local policies and edits
- Coding guidelines developed by national professional societies
- The analysis and review of standard medical and surgical practices
- Review of current coding practices

The agency may perform a post-pay review on any claim to ensure compliance with NCCI. NCCI rules are enforced by the ProviderOne payment system. Visit the NCCI on the web.

Client Eligibility

How can I verify a patient's eligibility?

Providers must verify that a patient has Washington Apple Health coverage for the date of service, and that the client's benefit package covers the applicable service. This helps prevent delivering a service the agency will not pay for.

To verify eligibility, follow this two-step process:

Step 1. Verify the patient's eligibility for Washington Apple Health. For detailed instructions on verifying a patient's eligibility for Washington Apple Health, see the *Client Eligibility, Benefit Packages, and Coverage Limits* section in the agency's current ProviderOne Billing and Resource Guide.

If the patient is eligible for Washington Apple Health, proceed to **Step 2**. If the patient is not eligible, see the note box below.

Step 2. Verify service coverage under the Washington Apple Health client's benefit package. To determine if the requested service is a covered benefit under the Washington Apple Health client's benefit package, see the agency's Scope of Categories of Service Table.

Note: Patients who wish to apply for Washington Apple Health can do so in one of the following ways:

- 1. By visiting the Washington Healthplanfinder's website at: www.wahealthplanfinder.org
- 2. By calling the Customer Support Center toll-free at: 855-WAFINDER (855-923-4633) or 855-627-9604 (TTY)
- 3. By mailing the application to:
 Washington Healthplanfinder
 PO Box 946
 Olympia, WA 98507

In-person application assistance is also available. To get information about inperson application assistance available in their area, people may visit www.wahealthplanfinder.org or call the Customer Support Center.

Are clients enrolled in an agency-contracted managed care organization (MCO) eligible?

Yes! When verifying eligibility using ProviderOne, if the client is enrolled in an agency managed care organization (MCO), managed care enrollment will be displayed on the Client Benefit Inquiry screen. All services must be requested directly through the client's Primary Care Provider (PCP). Clients can contact their MCO by calling the telephone number provided to them.

All medical services covered under an agency-contracted MCO must be obtained by the client through designated facilities or providers. The MCO is responsible for:

- Payment of covered services.
- Payment of services referred by a provider participating with the plan to an outside provider.

Note: To prevent billing denials, check the client's eligibility **prior** to scheduling services and at the **time of the service** and make sure proper authorization or referral is obtained from the MCO. See the agency's <u>ProviderOne Billing and Resource</u> <u>Guide</u> for instructions on how to verify a client's eligibility.

The agency does not pay for CRT products or related services provided to a client who is enrolled in an agency-contracted MCO, but who did not use one of the MCO's participating providers.

Are clients enrolled in primary care case management (PCCM) eligible?

For the client who has chosen to obtain care with a PCCM provider, this information will be displayed on the Client Benefit Inquiry screen in ProviderOne. These clients must obtain or be referred for services via a PCCM provider. The PCCM provider is responsible for coordination of care just like the PCP would be in a plan setting.

Note: To prevent billing denials, please check the client's eligibility **prior** to scheduling services and at the **time of the service** and make sure proper authorization or referral is obtained from the PCCM provider. See the agency's ProviderOne Billing and Resource Guide for instructions on how to verify a client's eligibility.

What if a client has third-party liability (TPL)?

If the client has TPL coverage (excluding Medicare), prior authorization must be obtained before providing any service requiring prior authorization.

Provider/Manufacturer Information

Who is eligible to provide CRT products and related services?

(WAC 182-543-4400)

To be eligible to provide complex rehabilitation technology products (CRT) and related services on a fee-for-service basis to clients, providers must:

- Meet the definition of a qualified CRT supplier.
- Employ at each site that a company operates, at least one CRT professional who is certified by the Rehabilitation Engineering and Assistive Technology Society of North America (RESNA).
- Be enrolled with Medicaid and Medicare.
- Be registered with the appropriate taxonomy number (332BC3200X) to bill for CRT and related services.

The client must be evaluated by a licensed health care provider who performs specialty evaluations within that provider's scope of practice (occupational or physical therapists) and who does not have a financial relationship with the supplier.

What are the agency's requirements for CRT providers?

CRT providers must:

- Be present at the client's evaluation to assist in selection of the appropriate CRT product(s) and provide training in the use of the selected items.
- Provide written information to the client at the time of delivery as to how the client may receive services and repairs.
- Provide service and repairs by a qualified technician for all CRT products it sells.
- Meet the general provider requirements in chapter <u>182-502</u> WAC.
- Obtain prior authorization before delivering the CRT product to the client.
- Furnish to clients only new CRT products that include full manufacturer and dealer warranties.
- Furnish, upon agency request, documentation of proof of delivery. (See What are the requirements for proof of delivery?)
- Have a valid prescription. To be valid, a prescription must meet all of the following:
 - ✓ Be written on the agency's Prescription form, HCA 13-794
 - ✓ Be written by a physician, advanced registered nurse practitioner (ARNP), physician's assistant certified (PAC), or naturopathic physician
 - ✓ Be written, signed (including the prescriber's credentials), and dated by the prescriber on the same day or before delivery of the supply, equipment, or device (prescriptions must not be back-dated)
 - ✓ Be no older than one year from the date the prescriber signs the prescription
 - ✓ State the specific item or service requested, diagnosis, estimated length of need (weeks, months, or years), and quantity

Note: The above does not apply to dual eligible Medicare/Medicaid clients when Medicare is the primary payer and the agency is being billed for the copay and/or deductible only.

- Deliver the CRT product to the client before the provider bills the agency.
- Bill the agency using only the allowed procedure codes listed within this provider guide.

When does the agency not pay for CRT products or related services?

The agency does not pay for CRT products or related services furnished to eligible clients when:

- The medical professional who provides medical justification to the agency for the item provided to the client is an employee of, has a contract with, or has any financial relationship with the provider of the item.
- The medical professional who performs a client evaluation is an employee of, has a contract with, or has any financial relationship with a provider of CRT.
- The CRT products or related services have been delivered to a client without PA from the agency.

What are the agency's requirements for proof of delivery?

(WAC 182-543-2200)

When a provider delivers an item directly to the client or the client's authorized representative, the provider must furnish the proof of delivery when the agency requests that information. All of the following apply:

- The proof of delivery must:
 - ✓ Be signed and dated by the client or the client's authorized representative (the date of signature must be the date the item was received by the client).
 - ✓ Include the client's name and a detailed description of the item(s) delivered, including the quantity and brand name.
 - ✓ For CRT products that may require future repairs, include the serial number.
 - ✓ When the provider or supplier submits a claim for payment to the agency, the date of service on the claim must be the date the item was received by the client or authorized representative.

• When billing the agency, use the actual date of delivery as the date of service on the claim if the provider/supplier does the delivery.

Note: A provider must not use a delivery/shipping service to deliver items which must be fitted to the client.

What are habilitative services under this program?

Habilitative services are those medically necessary services provided to help a client partially or fully attain or maintain developmental age-appropriate skills that were not fully acquired due to a congenital, genetic, or early-acquired health condition. Such services are required to maximize the client's ability to function in his or her environment.

Effective January 1, 2014, and applicable to those clients in the expanded population and covered by the Alternative Benefit Plan (ABP) only, the agency will cover CRT used to treat one of the qualifying conditions listed in the agency's <u>Habilitative Services Provider Guide</u>, under *Client Eligibility*.

All other program requirements are applicable to a habilitative service and should be followed unless otherwise directed (e.g., prior authorization).

Billing for habilitative services

Habilitative services must be billed using one of the qualifying diagnosis codes listed in the agency's *Habilitative Services Provider Guide* in the primary diagnosis field on the claim form.

CRT Coverage Table

The agency covers, **with prior authorization (PA)**, the following individually configured, complex rehabilitation technology (CRT) products and related services provided to eligible clients with complex needs.

Code Status	HCPCS Code	Modifier	Short Description	Policy/ Comments
			Wheelchairs – Manual	
	K0004	NU	High strength ltwt whlchr	
	K0005	NU	Ultralightweight wheelchair	
	K0006	NU	Heavy duty wheelchair	
	K0007	NU	Extra heavy duty wheelchair	
BR	K0009	NU	Other manual wheelchair/base	
N	K0195	NU	Elevating leg rests, pair	
	E1161	NU	Manual adult we w tiltinspac	
	E1225	NU	Manual semi-reclining back	
	E1226	NU	Manual fully reclining back	
	E1227	NU	Wheelchair spec sz spec ht a	
	E1228	NU	Wheelchair spec sz spec ht b	
	E1229	NU	Pediatric wheelchair nos	
	E1231	NU	Rigid ped w/c tilt-in-space	
	E1232	NU	Folding ped wc tilt-in-space	
	E1233	NU	Rig ped wc tltnspc w/o seat	
	E1234	NU	Fld ped wc tltnspc w/o seat	
	E1235	NU	Rigid ped wc adjustable	
	E1236	NU	Folding ped wc adjustable	
	E1237	NU	Rgd ped wc adjstabl w/o seat	
	E1238	NU	Fld ped wc adjstabl w/o seat	
BR	E1239	NU	Ped power wheelchair nos	

Code Status	HCPCS Code	Modifier	Short Description	Policy/ Comments
			${\bf Wheel chairs-Power}$	
	K0813	NU	Pwc gp 1 std port seat/back	
	K0814	NU	Pwc gp 1 std port cap chair	
	K0815	NU	Pwc gp 1 std seat/back	
	K0816	NU	Pwc gp 1 std cap chair	
	K0820	NU	Pwc gp 2 std port seat/back	
	K0821	NU	Pwc gp 2 std port cap chair	
	K0822	NU	Pwc gp 2 std seat/back	
	K0823	NU	Pwc gp 2 std cap chair	
	K0824	NU	Pwc gp 2 hd seat/back	
	K0825	NU	Pwc gp 2 hd cap chair	
	K0826	NU	Pwc gp 2 vhd seat/back	
	K0827	NU	Pwc gp vhd cap chair	Not allowed in combination
	K0828	NU	Pwc gp 2 xtra hd seat/back	with HCPCS codes E1228,
	K0829	NU	Pwc gp 2 xtra hd cap chair	E1297, E1298, E2340–E2343, E2381–E2396 K0056, E0978,
	K0830	NU	Pwc gp2 std seat elevate s/b	E2366, K0099, K0051, K0052,
	K0831	NU	Pwc gp2 std seat elevate cap	E0995, K0037, K0040–K0045, K0052, K0015, K0019, K0020 E0981 & E0982
	K0835	NU	Pwc gp2 std sing pow opt s/b	
	K0836	NU	Pwc gp2 std sing pow opt cap	20001 & 2002
	K0837	NU	Pwc gp 2 hd sing pow opt s/b	
	K0838	NU	Pwc gp 2 hd sing pow opt cap	
	K0839	NU	Pwc gp2 vhd sing pow opt s/b	
	K0840	NU	Pwc gp2 xhd sing pow opt s/b	
	K0841	NU	Pwc gp2 std mult pow opt s/b	
	K0842	NU	Pwc gp2 std mult pow opt cap	
	K0843	NU	Pwc gp2 hd mult pow opt s/b	
	K0848	NU	Pwc gp 3 std seat/back	
	K0849	NU	Pwc gp 3 std cap chair	
	K0850	NU	Pwc gp 3 hd seat/back	_
	K0851	NU	Pwc gp 3 hd cap chair	
	K0852	NU	Pwc gp 3 vhd seat/back	
	K0853	NU	Pwc gp 3 vhd cap chair	
	K0854	NU	Pwc gp 3 xhd seat/back	

Note: Billing provision limited to a one-month supply. One month equals 30 days.

NC = Not covered N= New BR =By Report NU = Purchase

Code Status	HCPCS Code	Modifier	Short Description	Policy/ Comments
	K0855	NU	Pwc gp 3 xhd cap chair	
	K0856	NU	Pwc gp3 std sing pow opt s/b	
	K0857	NU	Pwc gp3 std sing pow opt cap	
	K0858	NU	Pwc gp3 hd sing pow opt s/b	
	K0859	NU	Pwc gp3 hd sing pow opt cap	Not allowed in combination
	K0860	NU	Pwc gp3 vhd sing pow opt s/b	with HCPCS codes E1228, E1297, E1298, E2340–E2343,
	K0861	NU	Pwc gp3 vhd sing pow opt s/b	E2381–E2396 K0056, E0978,
	K0862	NU	Pwc gp3 hd mult pow opt s/b	E2366, K0099, K0051, K0052,
	K0863	NU	Pwc gp3 vhd mult pow opt s/b	E0995, K0037, K0040–K0045, K0052, K0015, K0019, K0020,
BR	K0890	NU	Pwc gp5 ped sing pow opt s/b	E0981 & E0982
BR	K0891	NU	Pwc gp5 ped mult pow opt s/b	
BR	K0898	NU	Power wheelchair noc	
	E0950	NU	Tray	
	E0951	NU	Loop heel	
	E0952	NU	Toe loop/holder, each	
	E0955	NU	Cushioned headrest	
	E0956	NU	W/c lateral trunk/hip support	
	E0957	NU	W/c medial thigh support	
	E0958	NU	Whlchr att- conv 1 arm drive	
	E0960	NU	W/c shoulder harness/straps	
	E0961	NU	Wheelchair brake extension	
	E0966	NU	Wheelchair head rest extensi	
	E0967	NU	Manual we hand rim w project	
	E0971	NU	Wheelchair anti-tipping devi	
	E0973	NU	W/ch access det adj armrest	
	E0974	NU	W/ch access anti-rollback	
	E0978	NU	W/c acc,saf belt pelv strap	
	E0980	NU	Wheelchair safety vest	
	E0981	NU	Seat upholstery, replacement	
	E0982	NU	Back upholstery, replacement	
	E0983	NU	Add pwr joystick	
	E0984	NU	Add pwr tiller	
	E0985	NU	W/c seat lift mechanism	
	E0986	NU	Man w/c push-rim pow assist	
	N-4 D:11		limited to a one-month supply. One	

Code Status	HCPCS Code	Modifier	Short Description	Policy/ Comments
	E0990	NU	Wheelchair elevating leg res	
	E0992	NU	Wheelchair solid seat insert	
	E0994	NU	Wheelchair arm rest	
	E0995	NU	Wheelchair calf rest	
	E1002	NU	Pwr seat tilt	
	E1003	NU	Pwr seat recline	
	E1004	NU	Pwr seat recline mech	
	E1005	NU	Pwr seat recline pwr	
	E1006	NU	Pwr seat combo w/o shear	
	E1007	NU	Pwr seat combo w/shear	
	E1008	NU	Pwr seat combo pwr shear	
NC	E1009	NU	Add mech leg elevation	
	E1010	NU	Add pwr leg elevation	
BR	E1011	NU	Ped wc modify width adjust	
	E1014	NU	Reclining back add ped w/c	
	E1015	NU	Shock absorber for man w/c	
	E1016	NU	Shock absorber for power w/c	
	E1017	NU	Hd shck absrbr for hd man wc	
	E1030	NU	W/c vent tray gimbaled	
	1		Wheelchairs - Accessories	
	E2201	NU	Man w/ch acc seat w>=20"<24"	
	E2202	NU	Seat width 24-27 in	
	E2203	NU	Frame depth 20 to less than 22 in	
	E2204	NU	Frame depth 22 to 25 in	
	E2205	NU	Manual wc accessory, handrim	
	E2206	NU	Complete wheel lock assembly	
	E2207	NU	Crutch and cane holder	
	E2208	NU	Cylinder tank carrier	
	E2209	NU	Arm trough each	
	E2210	NU	Wheelchair bearings	
	E2211	NU	Pneumatic propulsion tire	
	E2212	NU	Pneumatic prop tire tube	
	E2213	NU	Pneumatic prop tire insert	
	E2214	NU	Pneumatic caster tire each	

HCPCS Code	Modifier	Short Description	Policy/ Comments
E2215	NU	Pneumatic caster tire tube	
E2216	NU	Foam filled propulsion tire	
E2217	NU	Foam filled caster tire each	
E2218	NU	Foam propulsion tire each	
E2219	NU	Foam caster tire any size ea	
E2220	NU	Solid propulsion tire each	
E2221	NU	Solid caster tire each	
E2222	NU	Solid caster integrated whl	
E2224	NU	Propulsion whl excludes tire	
E2225	NU	Caster wheel excludes tire	
E2226	NU	Caster fork replacement only	
E2227	NU	Gear reduction drive wheel	
E2231	NU	Solid seat support base	
E2291	NU	Planar back for ped size wc	
E2292	NU	Planar seat for ped size wc	
E2293	NU		
E2294	NU		
E2295	NU	Ped dynamic seating frame	
E2300	NU	Pwr seat elevation sys	
E2301	NU	Pwr standing	
E2310	NU	Electro connect btw control	
E2311	NU	Electro connect btw 2 sys	
E2312	NU	•	
E2313	NU	^ ^	
E2321	NU	•	
E2322	NU	Mult mech switches	
E2323	NU	Special joystick handle	
E2324	NU	Chin cup interface	
E2325	NU	•	
E2326	NU	Breath tube kit	
E2327	NU	Head control interface mech	
E2328	NU	Head/extremity control inter	
E2329	NU	Head control nonproportional	
E2330	NU	Head control proximity switc	
	E2215 E2216 E2217 E2218 E2219 E2220 E2221 E2222 E2224 E2225 E2226 E2227 E2231 E2291 E2292 E2293 E2293 E2294 E2295 E2293 E2291 E2292 E2310 E2310 E2310 E2311 E2312 E2312 E2313 E2312 E2313 E2321 E2322 E2323 E2324 E2325 E2326 E2327	Code Modifier E2215 NU E2216 NU E2217 NU E2218 NU E2219 NU E2220 NU E2221 NU E2222 NU E2223 NU E2224 NU E2225 NU E2226 NU E2227 NU E22291 NU E2292 NU E2293 NU E2294 NU E2295 NU E2300 NU E2311 NU E2312 NU E2313 NU E2314 NU E2325 NU E2324 NU E2325 NU E2326 NU E2327 NU E2328 NU E2329 NU	E2215 NU Pneumatic caster tire tube E2216 NU Foam filled propulsion tire E2217 NU Foam filled caster tire each E2218 NU Foam propulsion tire each E2219 NU Foam caster tire any size ea E2220 NU Solid propulsion tire each E2221 NU Solid caster tire each E2222 NU Solid caster tire each E2223 NU Solid caster tire each E2224 NU Propulsion whele excludes tire E2225 NU Caster wheel excludes tire E2226 NU Caster fork replacement only E2227 NU Gear reduction drive wheel E2231 NU Solid seat support base E2291 NU Planar back for ped size wc E2292 NU Planar seat for ped size wc E2293 NU Contour back for ped size wc E2294 NU Contour seat for ped size wc E2295 NU Ped dynamic seating frame E2300 NU Pwr seat elevation sys E2301 NU Pwr standing E2310 NU Electro connect btw control E2311 NU Electro connect btw control E2311 NU Electro connect btw 2 sys E2312 NU Mini-prop remote joystick E2313 NU Pwc harness, expand control E2321 NU Hand interface joystick E2323 NU Special joystick handle E2324 NU Chin cup interface E2325 NU Sip and puff interface E2326 NU Breath tube kit E2327 NU Head control interface mech E2328 NU Head/extremity control inter

Code Status	HCPCS Code	Modifier	Short Description	Policy/ Comments
NC	E2331	NU	Attendant control	
	E2340	NU	W/c wdth 20-23 in seat frame	
	E2341	NU	W/c wdth 24-27 in seat frame	
	E2342	NU	W/c dpth 20-21 in seat frame	
	E2343	NU	W/c dpth 22-25 in seat frame	
	E2351	NU	Electronic sgd interface	
BR	E2358	NU	Gr 34 nonsealed leadacid	
	E2359	NU	Gr34 sealed leadacid battery	
	E2360	NU	22nf nonsealed leadacid	
	E2361	NU	22nf sealed leadacid battery	
	E2363	NU	Gr24 sealed leadacid battery	
	E2365	NU	U1 sealed leadacid battery	
	E2366	NU	Battery charger, single mode	
	E2367	NU	Battery charger, dual mode	
	E2368	NU	Pwr wc drivewheel motor repl	
	E2369	NU	Pwr wc drivewheel gear repl	
	E2370	NU	Pwr wc dr wh motor/gear comb	
	E2371	NU	Gr27 sealed leadacid battery	
	E2372	NU	Gr27 non-sealed leadacid	
	E2373	NU	Hand/chin ctrl spec joystick	
	E2374	NU	Hand/chin ctrl std joystick	
	E2375	NU	Non-expandable controller	
	E2376	NU	Expandable controller, repl	
	E2377	NU	Expandable controller, initl	
	E2378	NU	Pw actuator replacement	
	E2381	NU	Pneum drive wheel tire	
	E2382	NU	Tube, pneum wheel drive tire	
	E2383	NU	Insert, pneum wheel drive	
	E2384	NU	Pneumatic caster tire	
	E2385	NU	Tube, pneumatic caster tire	
	E2386	NU	Foam filled drive wheel tire	
	E2387	NU	Foam filled caster tire	
	E2388	NU	Foam drive wheel tire	
	E2389	NU	Foam caster tire	
	<u> </u>		limited to a one month supply. One	1 1001

E2390	Code Status	HCPCS Code	Modifier	Short Description Policy/ Comments
E2392 NU Solid caster tire, integrate E2394 NU Drive wheel excludes tire E2395 NU Caster wheel excludes tire E2396 NU Caster fork K0015 NU Detach non-adjus hght armrest K0017 NU Detach adjust armrest base K0018 NU Detach adjust armrest upper K0019 NU Arm pad each K0020 NU Fixed adjust armrest pair K0037 NU High mount flip-up footrest K0038 NU Leg strap each K0039 NU Leg strap h style each K0040 NU Adjustable angle footplate K0041 NU Large size footplate each K0042 NU Standard size footplate each K0043 NU First lower extension tube K0044 NU First upper hanger bracket K0045 NU Footrest complete assembly K0046 NU Elevat legrst up hangr brack K0050 NU Ratchet assembly K0051 NU Cam relese assem first/lgrst K0052 NU Swingaway detach footrest K0056 NU Seat ht <17 or >=21 ltwt we K0069 NU Rear whl compl pneum tire		E2390	NU	Solid drive wheel tire
E2394 NU Drive wheel excludes tire E2395 NU Caster wheel excludes tire E2396 NU Caster fork K0015 NU Detach non-adjus hght armrest K0017 NU Detach adjust armrest base K0018 NU Detach adjust armrest upper K0019 NU Arm pad each K0020 NU Fixed adjust armrest pair K0037 NU High mount flip-up footrest K0038 NU Leg strap each K0039 NU Leg strap h style each K0040 NU Adjustable angle footplate K0041 NU Large size footplate each K0042 NU Standard size footplate each K0043 NU First lower extension tube K0044 NU First upper hanger bracket K0045 NU Footrest complete assembly K0046 NU Elevat legrst up hangr brack K0050 NU Ratchet assembly K0051 NU Cam relese assem first/lgrst K0053 NU Elevate footrest articulate K0056 NU Seat ht <17 or >=21 ltwt we K0069 NU Rear whl complete solid tire K0070 NU Rear whl compleneum tire		E2391	NU	Solid caster tire
E2395		E2392	NU	Solid caster tire, integrate
E2396 NU Caster fork K0015 NU Detach non-adjus hght armrest K0017 NU Detach adjust armrest base K0018 NU Detach adjust armrest upper K0019 NU Arm pad each K0020 NU Fixed adjust armrest pair K0037 NU High mount flip-up footrest K0038 NU Leg strap each K0040 NU Adjustable angle footplate K0041 NU Large size footplate each K0042 NU Standard size footplate each K0043 NU First lower extension tube K0044 NU First upper hanger bracket K0045 NU Footrest complete assembly K0046 NU Elevat legrst up hangr brack K0047 NU Elevat legrst up hangr brack K0050 NU Ratchet assembly K0051 NU Cam relese assem first/Igrst K0052 NU Swingaway detach footrest K0056 NU Seat ht <17 or >=21 ltwt wc K0065 NU Rear whl complete solid tire K0070 NU Rear whl compl pneum tire		E2394	NU	Drive wheel excludes tire
K0015 NU Detach non-adjus hght armrest		E2395	NU	Caster wheel excludes tire
K0017 NU Detach adjust armrest base		E2396	NU	Caster fork
K0018		K0015	NU	Detach non-adjus hght armrest
K0019 NU		K0017	NU	
K0020 NU Fixed adjust armrest pair		K0018	NU	Detach adjust armrst upper
K0037		K0019	NU	Arm pad each
K0038 NU Leg strap each		K0020	NU	Fixed adjust armrest pair
K0039 NU Leg strap h style each		K0037	NU	High mount flip-up footrest
K0040 NU Adjustable angle footplate		K0038	NU	Leg strap each
K0041 NU Large size footplate each		K0039	NU	Leg strap h style each
K0042 NU Standard size footplate each		K0040	NU	Adjustable angle footplate
K0043 NU Ftrst lower extension tube		K0041	NU	Large size footplate each
K0044 NU Ftrst upper hanger bracket		K0042	NU	Standard size footplate each
K0045 NU Footrest complete assembly K0046 NU Elevat legrst low extension K0047 NU Elevat legrst up hangr brack K0050 NU Ratchet assembly K0051 NU Cam relese assem ftrst/lgrst K0052 NU Swingaway detach footrest K0053 NU Elevate footrest articulate K0056 NU Seat ht <17 or >=21 ltwt wc K0065 NU Spoke protectors K0069 NU Rear whl complete solid tire K0070 NU Rear whl compl pneum tire K0071 NU Front castr compl pneum tire		K0043	NU	Ftrst lower extension tube
K0046 NU Elevat legrst low extension		K0044	NU	Ftrst upper hanger bracket
K0047 NU Elevat legrst up hangr brack		K0045	NU	Footrest complete assembly
K0050 NU Ratchet assembly K0051 NU Cam relese assem ftrst/lgrst K0052 NU Swingaway detach footrest K0053 NU Elevate footrest articulate K0056 NU Seat ht <17 or >=21 ltwt wc K0065 NU Spoke protectors K0069 NU Rear whl complete solid tire K0070 NU Rear whl compl pneum tire K0071 NU Front castr compl pneum tire		K0046	NU	Elevat legrst low extension
K0051 NU Cam relese assem ftrst/lgrst		K0047	NU	Elevat legrst up hangr brack
K0052 NU Swingaway detach footrest K0053 NU Elevate footrest articulate K0056 NU Seat ht <17 or >=21 ltwt wc K0065 NU Spoke protectors K0069 NU Rear whl complete solid tire K0070 NU Rear whl compl pneum tire K0071 NU Front castr compl pneum tire		K0050	NU	Ratchet assembly
K0053 NU Elevate footrest articulate K0056 NU Seat ht <17 or >=21 ltwt wc K0065 NU Spoke protectors K0069 NU Rear whl complete solid tire K0070 NU Rear whl compl pneum tire K0071 NU Front castr compl pneum tire		K0051	NU	Cam relese assem ftrst/lgrst
K0056 NU Seat ht <17 or >=21 ltwt wc K0065 NU Spoke protectors K0069 NU Rear whl complete solid tire K0070 NU Rear whl compl pneum tire K0071 NU Front castr compl pneum tire		K0052	NU	Swingaway detach footrest
K0065 NU Spoke protectors K0069 NU Rear whl complete solid tire K0070 NU Rear whl compl pneum tire K0071 NU Front castr compl pneum tire		K0053	NU	Elevate footrest articulate
K0069 NU Rear whl complete solid tire K0070 NU Rear whl compl pneum tire K0071 NU Front castr compl pneum tire		K0056	NU	Seat ht <17 or >=21 ltwt wc
K0070 NU Rear whl compl pneum tire K0071 NU Front castr compl pneum tire		K0065	NU	Spoke protectors
K0071 NU Front castr compl pneum tire		K0069	NU	Rear whl complete solid tire
Tront east compt pheam the		K0070	NU	Rear whl compl pneum tire
V0072 NII -		K0071	NU	Front castr compl pneum tire
Frnt cstr cmpl sem-pneum tir		K0072	NU	Frnt cstr cmpl sem-pneum tir
K0073 NU Caster pin lock each		K0073	NU	Caster pin lock each
K0077 NU Front caster assem complete		K0077	NU	Front caster assem complete

K0098	
K0108 NU	
NC K0868 NU Pwc gp 4 std seat/back	
NC K0868 NU Pwc gp 4 std seat/back	
NC K0869 NU Pwc gp 4 std cap chair NC K0870 NU Pwc gp 4 hd seat/back NC K0871 NU Pwc gp 4 vhd seat/back NC K0877 NU Pwc gp4 std sing pow opt s/b NC K0878 NU Pwc gp4 std sing pow opt s/b NC K0889 NU Pwc gp4 vhd sing pow opt s/b NC K0884 NU Pwc gp4 std mult pow opt s/b NC K0885 NU Pwc gp4 std mult pow opt cap NC K0886 NU Pwc gp4 std mult pow opt cap NC K0886 NU Pwc gp4 hd mult pow s/b Equipment, Replacement, Repair K0739 NU Repair/svc dme non-oxygen eq N E0776 NU, RR IV Pole Wheelchairs - Cushion E2601 NU Gen w/c cushion wdth >=22 in E2602 NU Skin protect wc cus wd <22in	
NC K0870 NU Pwc gp 4 hd seat/back NC K0871 NU Pwc gp 4 vhd seat/back NC K0877 NU Pwc gp 4 std sing pow opt s/b NC K0878 NU Pwc gp4 std sing pow opt cap NC K0879 NU Pwc gp4 hd sing pow opt s/b NC K0880 NU Pwc gp4 vhd sing pow opt s/b NC K0884 NU Pwc gp4 std mult pow opt s/b NC K0885 NU Pwc gp4 std mult pow opt cap NC K0886 NU Pwc gp4 hd mult pow opt cap NC K0886 NU Pwc gp4 hd mult pow s/b Equipment, Replacement, Repair K0739 NU Repair/svc dme non-oxygen eq N E0776 NU, RR IV Pole Wheelchairs - Cushion E2601 NU Gen w/c cushion wdth < 22 in E2602 NU Gen w/c cushion wdth >=22 in E2604 NU Skin protect wc cus wd <=22in E2605 NU Position wc cush wdth <22 in E2606 NU Position wc cush wdth>=22 in E2607 Position wc cush wdth>=22 in E2608 NU Position wc cush wdth>=22 in E2609 Position wc cush wdth>=22 in E2600 Position wc cush wdth>=22 in E2600 Position wc cush wdth>=22 in E2600 Position wc cush wdth>=22 in E2601 Position wc cush wdth>=22 in E2602 Position wc cush wdth>=22 in E2603 Position wc cush wdth>=22 in E2604 Position wc cush wdth>=22 in E2605 Position wc cush wdth>=22 in E2606 Puc Position wc cush wdth>=22 in E2607 Position wc cush wdth>=22 in E2608 Puc Position wc cush wdth>=22 in E2609 Position wc cush wdth>=22 in E2600 Position wc cush wdth>=22 in E2600 Puc Position wc cush wdth>=22 in Puc Puc	
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NC K0877 NU Pwc gp4 std sing pow opt s/b	
NC K0877 NU Pwc gp4 std sing pow opt s/b NC K0878 NU Pwc gp4 std sing pow opt cap NC K0879 NU Pwc gp4 hd sing pow opt s/b NC K0880 NU Pwc gp4 vhd sing pow opt s/b NC K0884 NU Pwc gp4 std mult pow opt cap NC K0885 NU Pwc gp4 hd mult pow s/b Equipment, Replacement, Repair K0739 NU Repair/svc dme non-oxygen eq N E0776 NU, RR IV Pole Wheelchairs - Cushion E2601 NU Gen w/c cushion wdth < 22 in	
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NC K0880 NU Pwc gp4 vhd sing pow opt s/b NC K0884 NU Pwc gp4 std mult pow opt s/b NC K0885 NU Pwc gp4 std mult pow opt cap NC K0886 NU Pwc gp4 hd mult pow s/b Equipment, Replacement, Repair K0739 NU Repair/svc dme non-oxygen eq NU For w/c cushion E2601 NU Gen w/c cushion wdth < 22 in	
NC K0885 NU Pwc gp4 std mult pow opt cap NC K0886 NU Pwc gp4 hd mult pow s/b Equipment, Replacement, Repair K0739 NU Repair/svc dme non-oxygen eq N E0776 NU, RR IV Pole Wheelchairs - Cushion E2601 NU Gen w/c cushion wdth < 22 in	
NC K0885 NU Pwc gp4 std mult pow opt cap NC K0886 NU Pwc gp4 hd mult pow s/b Equipment, Replacement, Repair K0739 NU Repair/svc dme non-oxygen eq N E0776 NU, RR IV Pole Wheelchairs - Cushion E2601 NU Gen w/c cushion wdth < 22 in	
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K0739	
N E0776 NU, RR IV Pole Wheelchairs - Cushion	
Wheelchairs - Cushion E2601 NU Gen w/c cushion wdth < 22 in	
E2601 NU Gen w/c cushion wdth < 22 in E2602 NU Gen w/c cushion wdth >=22 in E2603 NU Skin protect wc cus wd <22in	
E2602	
E2603	
E2604 NU Skin protect we cus wd>=22in E2605 NU Position we cush wdth <22 in E2606 NU Position we cush wdth>=22 in	
E2605 NU Position we cush wdth <22 in E2606 NU Position we cush wdth>=22 in	
E2606 NU Position we cush wdth>=22 in	
Toolston we cash waste –22 in	
E2607 NU Skin pro/pos we cus wd <22in	
Skin pro/pos we cus wu \22iii	
E2608 NU Skin pro/pos wc cus wd>=22in	
E2609 NU Custom fabricate w/c cushion	
NC E2610 NU Powered w/c cushion	
E2611 NU Gen use back cush wdth <22in	
E2612 NU Gen use back cush wdth>=22in	
E2613 NU Position back cush wd <22in	
E2614 NU Position back cush wd>=22in	
E2615 NU Pos back post/lat wdth <22in	

Code Status	HCPCS Code	Modifier	Short Description	Policy/ Comments
	E2616	NU	Pos back post/lat wdth>=22in	
	E2617	NU	Custom fab w/c back cushion	
	E2619	NU	Replace cover w/c seat cush	
	E2620	NU	We planar back cush wd <22in	
	E2621	NU	We planar back cush wd>=22in	
	E2622	NU	Adj skin pro w/c cus wd<22in	
	E2623	NU	Adj skin pro wc cus wd>=22in	
	E2624	NU	Adj skin pro/pos cus<22in	
	E2625	NU	Adj skin pro/pos wc cus>=22	
			Wheelchairs - Modifications	
	E1297	NU	Wheelchair special seat dept	
	E1298	NU	Wheelchair spec seat depth/w	

Authorization

When a service requires authorization, the provider must properly request authorization in accordance with the agency's rules, this provider guide, and any related provider notices.

When authorization is not properly requested, the agency rejects and returns the request to the provider for further action. The rejection of the request is not a denial of service.

Note: The agency's authorization of service(s) does not necessarily guarantee payment.

The agency may recoup any payment made to a provider if the agency later determines that the service was not properly authorized. See WAC 182-502-0100(1)(c).

Is authorization required for CRT?

(WAC 182-543-7100)

Yes. The agency requires CRT providers to obtain prior authorization (PA) for CRT products and related services and deliver the CRT product or related service to the client before billing the agency.

What documentation is required for requesting PA?

Requests for PA must include all of the following completed forms:

- *General Information for Authorization* form, HCA <u>13-835</u> (see WAC <u>182-543-7000</u> Authorization)
- Medical Necessity for Wheelchair Purchase (for home clients only) form, HCA <u>13-727</u> or Medical Necessity for Wheelchair Purchase for Nursing Facility Clients form, HCA <u>13-729</u> from the client's physician or therapist
- The agency's *Prescription Form*, HCA <u>13-794</u>. For nursing facility clients, a copy of the telephone order, signed by the physician, for the wheelchair assessment is required in place of the prescription form

Facility or therapist letterhead must be used for any documentation that does not appear on an agency form.

Note: For more information on requesting authorization, see the <u>Prior Authorization</u> chapter of agency's <u>ProviderOne Billing and Resource Guide</u>.

When the agency receives the initial request for PA, the prescription(s) (or telephone order) for those CRT products or related services must not be older than three months from the date the agency receives the request.

The agency requires certain information from providers in order to prior authorize the purchase of CRT. This information includes, but is not limited to, the following:

- The manufacturer's name
- The equipment model and serial number
- A detailed description of the item
- Any modifications required, including the CRT product or accessory number as shown in the manufacturer's catalog

For PA requests, the agency requires the prescribing provider to furnish patient-specific justification for base equipment and each requested line item accessory or modification as identified by the manufacturer as a separate charge. The agency does not accept general standards of care or industry standards for generalized equipment as justification.

The agency considers requests for new CRT products or services that do not have assigned healthcare common procedure coding system (HCPCS) codes, and are not listed in this provider guide. These items require PA.

The provider must furnish all of the following information to the agency to establish medical necessity:

- A detailed description of the item(s) or service(s) to be provided
- The cost or charge for the item(s)
- A copy of the manufacturer's invoice, price-list or catalog with the product description for the item(s) being provided
- A detailed explanation of how the requested item(s) differs from an already existing code description

The agency does not pay for the purchase or repair of CRT that duplicates equipment the client already owns. If the provider believes the purchase or repair of CRT is not duplicative, the provider must request PA and submit the following to the agency, as appropriate:

- Why the existing equipment no longer meets the client's medical needs
- Why the existing equipment could not be repaired or modified to meet those medical needs
- Upon request, documentation showing how the client's condition met the criteria for PA

A provider may resubmit a request for PA for a CRT product or service that the agency has denied. The agency requires the provider to include new documentation that is relevant to the request.

Submitting photos and x-rays for CRT requests

For submitting photos and x-rays for CRT requests, use the FastLookTM and FastAttachTM services provided by Medical Electronic Attachment, Inc. (MEA).

You may register with MEA as follows:

- Go to MEA's website
- Select Provider Registration (on the menu bar below the banner)
- Enter "FastWDSHS" in the promotion code box

Contact MEA toll-free at (888) 329-9988, ext. 2, with any questions. When this option is chosen, you can fax your request to the agency and indicate the MEA# in the *NEA* field (box 18) on the PA Request Form.

Note: There is an associated cost, which will be explained by the MEA services.

If you choose to mail your requests, the agency requires you to:

- 1. Place photos or x-rays in a large envelope.
- 2. Attach the PA request form and any other additional pages to the envelope.
- 3. Put the client's name, ProviderOne ID#, and the program section the request is for on the envelope.
- 4. Place in a larger envelope for mailing. Multiple sets of requests can be mailed together.
- 5. Mail to the agency.

Reimbursement

What is the agency's reimbursement policy for CRT?

(WAC 182-543-9000(1))

The agency pays for complex rehabilitation technology products, repairs, and related services provided on a fee-for-service (FFS) basis, which meet the conditions in WAC <u>182-502-0100</u>, as follows:

- To agency-enrolled qualified complex rehabilitation technology (CRT) suppliers under their national provider identifier (NPI) numbers, subject to the limitations found within this provider guide
- When billed with the appropriate taxonomy number for CRT and related services (332BC3200X)
- In accordance with the health care common procedure coding system (HCPCS) guidelines for product classification and code assignation

Note: The agency is the payer of last resort for clients with Medicare or third party insurance.

The agency's maximum payment for CRT and related services is the lesser of either of the following:

- Providers' usual and customary charges
- Established rates, except as provided in <u>How do I bill for clients eligible for Medicare and Medicaid?</u>

What resources does the agency use in setting maximum allowable fees for CRT?

(WAC 182-543-9000(2) and (3))

The agency sets, evaluates, and updates the maximum allowable fees for CRT and related services at least once yearly using available published information, including but not limited to the following:

- Commercial data bases
- Manufacturers' catalogs
- Medicare fee schedules
- Wholesale prices

The agency may adopt policies, procedure codes, and/or rates that are inconsistent with those set by Medicare if the agency determines that such actions are necessary.

What is included in the rate for CRT?

(WAC 182-543-9000(8))

The agency's payment rate for covered CRT products and related services include all of the following:

- Any adjustments or modifications to the equipment required within three months of the date of delivery, or are covered under the manufacturer's warranty (this does not apply to adjustments required because of changes in the client's medical condition)
- Any pick-up and/or delivery fees or associated costs (e.g., mileage, travel time, gas, etc.)
- Telephone calls
- Shipping, handling, and/or postage
- Routine maintenance of CRT products including:
 - ✓ Testing
 - ✓ Cleaning
 - ✓ Regulating
 - ✓ Assessing the client's equipment
- Fitting and/or set-up

• Instruction to the client or client's caregiver in the appropriate use of the equipment, device, and/or supplies

What is the payment methodology for CRT? (WAC 182-543-9250)

- The agency reimburses a CRT provider for purchased CRT products based on the assigned health care common procedure coding system (HCPCS) code. The agency requires providers to make sure the specific brand and model of CRT products dispensed are coded according to the Centers for Medicare and Medicaid Services' (CMS) pricing, data analysis, and coding (PDAC) web site.
- The agency sets, evaluates and updates the maximum allowable fees at least once yearly for CRT using the lesser of the following:
 - ✓ The current Medicare fees
 - ✓ A pricing cluster
 - ✓ On a by-report basis
- The agency establishes the payment rates for purchased CRT products based on pricing clusters.
 - ✓ A pricing cluster is based on a specific HCPCS code
 - The agency's pricing cluster is made up of all the brands/models for which the agency obtains pricing information. However, the agency may limit the number of brands/models included in the pricing cluster. The agency considers all of the following when establishing the pricing cluster:
 - A client's medical needs
 - Product quality
 - Introduction, substitution or discontinuation of certain brands/models
 - > Cost
 - ✓ When establishing the fee for CRT products in a pricing cluster, the maximum allowable fee is the median amount of available manufacturers' list prices for all brands/models as noted in the pricing cluster
- The agency evaluates by-report (BR) items, procedures, or services for medical necessity, appropriateness and payment value on a case-by-case basis. The agency calculates the payment rate for these items at a percentage of the manufacturer's suggested retail price (MSRP) as of January 31st of the base year, or a percentage of the wholesale acquisition cost (AC) from the manufacturer's invoice.

- The agency uses the following percentages:
 - ✓ For add-on CRT accessories and parts, 84% of MSRP or 140% of AC
 - ✓ For up-charge modifications, seating systems, back and seat cushions, 80% of MSRP or 140% of AC
 - ✓ For CRT manual wheelchair base, 85% of MSRP or 140% of AC
 - ✓ For CRT power-drive wheelchair base, 85% of MSRP or 140% of AC
- The agency may adopt policies, procedures, and/or rates that are inconsistent with those set by Medicare if the agency determines that such actions are necessary.
- The agency does not pay for DME and related supplies, related services, and related repairs and labor charges under fee-for-service (FFS) when the client is any of the following:
 - ✓ An inpatient hospital client
 - ✓ Eligible for both Medicare and Medicaid, and is staying in a skilled nursing facility in lieu of hospitalization
 - ✓ Terminally ill and receiving hospice care
 - ✓ Enrolled in a risk-based managed care organization that includes coverage for such items and/or services
- The agency rescinds any purchase order for a prescribed item if the equipment was not delivered to the client before the client:
 - ✓ Dies
 - ✓ Loses medical eligibility
 - ✓ Becomes covered by a hospice agency
 - ✓ Becomes covered by a managed care organization
- A provider may incur extra costs for customized equipment that may not be easily resold. In these cases, for purchase orders rescinded, the agency may pay the provider an amount it considers appropriate to help defray these extra costs. The agency requires the provider to submit justification sufficient to support such a claim.

Warranty

What warranty information should I keep?

(WAC 182-543-9000(9))

CRT providers must make the following warranty information available to the agency upon request:

- Date of purchase
- Applicable serial number
- Model number or other unique identifier of the equipment
- Warranty period, available to the agency upon request

When is the dispensing provider responsible for costs?

(WAC 182-543-9000(10))

The dispensing provider who furnishes the CRT product to a client is responsible for any costs incurred to have a different provider repair the CRT product when the following apply:

- Any CRT product that the agency considers purchased requires repair during the applicable warranty period
- The provider refuses or is unable to fulfill the warranty
- The CRT product continues to be medically necessary

MINIMUM WARRANTY PERIODS			
Wheelchair Frames (Purchased New) and Wheelchair Parts	Warranty		
Powerdrive (depending on model)	One (1) year - lifetime		
Ultralight	Lifetime		
Active Duty Lightweight (depending on model)	Five (5) years - lifetime		
All Others	One (1) year		
Electrical Components	Warranty		
All electrical components whether new or replacement parts including batteries	Six (6) months - 1 year		

Billing and Claim Forms

What are the general billing requirements?

Providers must follow the agency's <u>ProviderOne Billing and Resource Guide</u>. These billing requirements include all of the following:

- What time limits exist for submitting and resubmitting claims and adjustments
- When providers may bill a client
- How to bill for services provided to primary care case management (PCCM) clients
- How to bill for clients eligible for both Medicare and Medicaid
- How to handle third-party liability claims
- What standards to use for record keeping

What billing requirements are specific to CRT?

A provider must not bill the agency for the purchase of CRT products supplied to the provider at no cost by suppliers or manufacturers.

How do I bill for a managed care client?

(WAC 182-543-8100)

If a fee-for-service (FFS) client enrolls in an agency-contracted managed care organization (MCO), all of the following apply:

- The MCO determines the client's continuing need for the CRT products and related services and is responsible for paying the provider
- A client may become an MCO enrollee before the agency completes the purchase of prescribed CRT. The agency considers the purchase complete when the product is delivered and the agency is notified of the serial number. If the client becomes an MCO enrollee before the agency completes the purchase:
 - The agency rescinds the agency's authorization with the vendor until the MCO's primary care provider (PCP) evaluates the client.

- ✓ Then the agency requires the PCP to write a new prescription if the PCP determines the equipment is still medically necessary as defined in <u>WAC 182-500-0070</u>
- ✓ Then the MCO's applicable reimbursement policies apply to the purchase of the equipment
- A client may be disenrolled from an MCO and placed into fee-for-service before the MCO completes the purchase of prescribed CRT products and related services.
 - ✓ The agency rescinds the MCO's authorization with the vendor until the client's primary care provider (PCP) evaluates the client
 - ✓ Then the agency requires the PCP to write a new prescription if the PCP determines the CRT product is still medically necessary as defined in <u>WAC 182-500-0070</u>
 - ✓ The agency's applicable reimbursement policies apply to the purchase of the CRT product

How do I bill for clients eligible for Medicare and Medicaid?

(WAC 182-543-8200)

If a client is eligible for both Medicare and Medicaid, all the following apply:

- The agency requires a provider to accept Medicare assignment before any Medicaid reimbursement.
- In accordance with WAC <u>182-502-0110(3)</u>:
 - ✓ If the service provided is covered by Medicare and Medicaid, the agency pays the deductible and coinsurance up to Medicare's allowed amount or the agency's allowed amount, whichever is less.
 - ✓ If the service provided is covered by Medicare but is not covered by the agency, the agency pays only the deductible and/or coinsurance up to Medicare's allowed amount.

How do I complete the CMS-1500 claim form?

Note: Refer to the agency <u>ProviderOne Billing and Resource Guide</u> for general instructions on completing the CMS-1500 claim form.

The following CMS-1500 claim form instructions relate to CRT providers:

Field No.	Name	Entry
24B	Place of Service	These are the only appropriate code(s) for this provider guide: Code To Be Used For 12 Client's residence 13 Assisted living facility 32 Nursing facility 31 Skilled nursing facility 99 Other

Where can I find the CRT fee schedule?

Maximum allowable fees may be found in the agency's CRT Fee Schedule.

Note: Bill the agency your usual and customary charge.