

DME ADVISORY COMMITTEE MEETING

MINUTES

October 11, 2022

Members Present

Amy Ogle, Hannibal Med

Christopher Cobb, Cox Health

Michael Henry, Aero Care

Mike Seidel, Numotion

Karen Atkins, Mobility First

Mike Osborn, Alliance Rehab and Medical Equipment

Grace Greninger, Cox Health

Members Absent

Patrick Naeger

Consultants Present

Dr. Tim Hogan

Matt Chegwiddden

MMAC Present

Valerie Schmitz

Shelly Smith

MO HealthNet Division (MHD) Staff Present

Jamie Purnell

Julie Phillips

Brandon Pemberton

Sarah Becker

Amanda Fahrendorf

Beth Rehagen

Jessica Veit

Julie Schaefer

Daniel Rush
Erika Peart
Jayna Knipp

Guests

Kristin Boyd, Healthy Blue
Shannon White, Home State Health
Stephanie Thompson, Healthy Blue
Michael Bender, Therapeutic Specialties

Welcome/Introductions/Announcements

Michael Henry called the meeting to order. Sarah Becker, with MHD, asked the committee to nominate a member to fill in for the chairperson, when they are absent. The committee nominated Michael Henry and he accepted. Participants in the room and on the phone introduced themselves. Michael made the motion to approve meeting minutes from the April 12, 2022, meeting. Meeting minutes approved.

New Business

MO HealthNet as a Secondary Payer

The committee held discussion regarding denials by MO HealthNet on claims when MO HealthNet is secondary to Medicare. These problems exist on claims with purchased items only. The committee suggested to manual override these claims, but this solution needs research. The committee should submit examples to Sarah. Sarah, Amanda Fahrendorf and Daniel Rush will review why the claims are denying.

Unavailable Repair Parts for Wheelchairs

The committee indicated that some repair parts for wheelchairs are no longer available. This happens when the manufacturer goes out of business or stops making certain parts. Matt Chegvidden, consultant, suggested that providers attach the letter sent by the manufacturer that state the company is shutting down, or reason the parts are not available, along with the prior authorization request for a new item. MO HealthNet agreed this is an acceptable solution.

Requests for Change (RFCs)

The committee reported they have noticed a lot of keying errors. MO HealthNet staff advised they will research why this is happening and what can be done to correct the problem. The committee should submit examples to MHD staff.

Wheelchair Authorization Time Frame

Currently wheelchair rental Certificate of Medical Necessity (CMN) authorizations are good for six (6) months, no matter how long the authorization requests. The committee feels this should extend to 12 months. Problems exist in getting patients (specifically long-term diagnosis, such as amputation) to appointments every six (6) months. MHD confirmed this is a system edit; the length of authorization is not policy-related. If the CMN span does not match the claim span, the claim will deny. MHD will research possible solutions.

Denied Claims Due to Inactive Providers

Committee members have noticed an issue when medical providers leave the state, or become inactive. These providers have a current prior authorization with equipment ready for pick up, but the DME provider can no longer receive reimbursement due to an inactive medical provider. A resolution was determined that a change in medical provider should be submitted as a Request for Change (RFC). The RFC will update the prior authorization to a new practicing medical provider, and will allow the DME provider to dispense the product and receive reimbursement.

Therapy Exams for Custom Wheelchairs

Policy for complex rehab wheelchairs requires a completed therapeutic evaluation prior to approval. Physical therapy is not a covered service for participants 21 and over, which is presenting a barrier for these participants. The committee feels physicians do not have the ability or knowledge to complete these evaluations. The committee inquired if it is possible to get a one-time physical therapy exam covered by MO HealthNet for these participants. MHD indicated this would require a policy and regulation change; requesting an authorization through the alternative pain management program could be a temporary workaround. The committee noted that outpatient providers can complete these evaluations for adults. MHD will research this issue for resolution.

Other Issues

- Skilled Nursing - Group 3 (G3) Power Wheelchair Request – Questions regarding denials of G3 power wheelchairs in a skilled nursing facility setting were discussed. MHD consultants explained Group 2 (G2) is the highest level of power wheelchairs approved in a skilled nursing facility because those facilities have staff to provide 24-hour care for any service not met with a G2. The consultants noted if there is a specific medical service not met with 24-hour care by the nursing facility to submit that information with a prior authorization request for a G3.
- Face-to-Face Requirement for MO HealthNet Wheelchairs – DME provider Michael Bender, inquired when CMS policies are different from MO HealthNet policies, which policy should providers follow. MHD is going to research the

difference and will make updates if needed. Until that is determined, providers are to follow MHD policies.

- Custom Molding for Wheelchair Backs/Cushions – Committee member Karen Atkins, inquired if the process for custom molds is the same as the process for normal back and cushions for wheelchairs. MHD consultants informed there has been no change in policy and advised to reference the DME provider manual.
- Urological Supplies - Jessica Veit reminded the committee that effective October 17, 2022, adult (21 and over) urological supplies will require pre-cert and will no longer go through the Exceptions process. A bulletin went out September 9, 2022. Direct any questions to the Pre-Cert Helpdesk.
- Trach Tubes – Consultant Tim Hogan requested that committee members educate their staff that they are denying 60% of trach claims due to missing invoice of cost, or for an incorrect price.

Review Action Items/Decision Points

Sarah reviewed the action items.

Michael gave the motion to adjourn.

NEXT MEETING

January 10, 2023