

The Complex Rehab Technology Company

Focused on Providing Specialized
Products and Related Services to People with Disabilities



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What is Complex Rehab Technology and Who Benefits From It

Complex Rehab Technology consists of medically necessary and individually configured products and services designed to meet the unique medical and functional needs of individuals with significant disabilities and medical conditions. These disabilities and medical conditions typically result from a congenital disorder, a progressive or degenerative neuromuscular disease, or from certain types of injury or trauma.

In evaluating a person for Complex Rehab Technology, consideration is given to the person's immediate and anticipated medical and functional needs. These needs include, but are not limited to, activities of daily living (ADLs), functional mobility, positioning, and pressure relief.

Complex Rehab Technology products include:

- **Individually Configured Mobility Products:** Such as individually configured manual and power wheelchairs. Complex rehab manual and power wheelchairs come in a variety of types including ultra-lightweight, heavy-duty, bariatric, tilt-in-space and reclining. These products also include a variety of alternative driving controls for power wheelchairs that enable people with significant disabilities to move about and control their environment.
- **Individually Configured Seating & Positioning Products:** Such as individually configured seat cushions, back supports, trunk supports, molded seating systems, headrests, chest harnesses, hip belts and trays. In addition, a variety of other specialized positioning items are used in supplying custom configurations based on the person's needs.
- **Other Specialized Equipment:** Such as standing frames, gait trainers, strollers, car seats, activity chairs, specialized bath chairs and commodes, and specialized walkers.

Many people living with disabilities and other medical conditions require Complex Rehab Technology products to maintain or improve function and independence. The accredited Complex Rehab Technology Company (CRTC) and the credentialed rehab technology professional (RTP) work with these individuals applying a personalized process in a variety of residential, institutional, educational and vocational settings aimed at identifying their unique medical and functional needs. People benefiting from this equipment represent all age groups, from pediatric through geriatric. The diagnoses and disabilities are varied and include, but are not limited to, the following:

- **Cerebral Palsy**
- **Spinal Cord Injury**
- **Muscular Dystrophy**
- **Spina Bifida**
- **Traumatic Brain Injury**
- **Multiple Sclerosis**
- **Stroke**
- **Amyotrophic Lateral Sclerosis (ALS)**
- **Other diseases and disabilities with postural and mobility impairments**

The uses of Complex Rehab Technology products are wide ranging and include addressing medical and physical concerns, maximizing independence and function, assuring safety and comfort, and providing solutions to caregivers and families. Examples include:

- Consumers and caregivers use these devices to address the unique medical and functional challenges that have been identified and to maximize independence and self care.
- Health care professionals (physicians, therapists, and nurses) use this special equipment to support the unique medical and therapeutic goals identified for each individual, as well as to reduce the need for extended care and related services.
- Insurance companies and other funding organizations use these items to obtain cost-effective short-term and long-term health care solutions.

The appropriate application of Complex Rehab Technology products and services produces significant benefits to the individuals using the equipment, to health care professionals, and to organizations paying the costs of health care.

What is the Role of the Complex Rehab Technology Company

Complex Rehab Technology is typically provided through an interdisciplinary team consisting of, at a minimum, a physician, a physical therapist or occupational therapist, and credentialed personnel from an accredited Complex Rehab Technology Company. This interdisciplinary team collectively provides clinical services and technology-related services.

The accredited Complex Rehab Technology Company and the credentialed Rehab Technology Professionals provide the expertise and operational capabilities necessary for the proper provision of these products and services. The various phases of the provision process include: a physical evaluation by a physician and/or therapist identifying the individual's needs and requirements; a technology assessment recommending the products required to best meet the identified medical and functional needs; securing funding; purchasing and assembling; delivering, fitting, adjusting, and training; and short and long-term follow-up including ongoing repair and maintenance.

The CRTC's experienced and trained staff supplies the technical and practical knowledge on the wide variety of available equipment. These experienced individuals work with physicians, occupational therapists, physical therapists, consumers, and caregivers in obtaining the most appropriate and cost-effective technology solutions.

The products and services supplied are used as tools to accomplish the goals of the individuals and other interested parties. The services offered are performed in a variety of settings including hospitals, other health care facilities, customers' homes, schools, and day care facilities. The types of services provided by the Complex Rehab Technology Company include:

- **Seating & Mobility Assessments:** Working with the health care team (physician, therapist, nurse, etc.) and the individual/family a detailed physical evaluation is conducted to determine current and expected seating and mobility needs. Short-term and long-term goals are considered throughout the process. A technology assessment is performed by the RTP to match the person's identified needs to available technology. Specific measurements are taken and various equipment options are evaluated.
- **Equipment Trials & Simulations:** As a part of the seating and mobility assessment, and in certain other situations, demonstration equipment may be provided for trial use and to simulate options under consideration. Sophisticated evaluation equipment, such as seating system simulators and power wheelchair control simulators, is used to evaluate and assess the individual's needs and determine appropriate recommendations.

- **Reimbursement Assistance:** All funding options are explored. Coverage criteria, documentation requirements and dollar coverage are investigated. When appropriate, prior approvals are obtained. Billing is submitted on the individual's behalf.
- **Purchasing & Assembly:** The customized nature of the equipment may require ordering components from three to ten different manufacturers. Upon receipt, the equipment is assembled and adjusted according to the various manufacturers' specifications. It is then inspected and scheduled for delivery.
- **Delivery, Fitting, & Training:** Equipment is delivered directly to the individual at the home or facility. The equipment is fitted to the person to maximize function, comfort and safety with adjustments made to meet the individual's unique needs. Training and instruction are provided on the proper use and maintenance of the equipment.
- **Equipment Repair & Maintenance:** After delivery, the ongoing equipment maintenance and repair is done by trained technicians according to manufacturers' guidelines. Items are serviced at the CRTC's location or on-site at the home or facility.

An accredited Complex Rehab Technology Company, with its credentialed staff and dedicated resources, is a critical player in providing and maintaining appropriate, cost-effective and safe Complex Rehab Technology products and services.

Appropriate utilization of Complex Rehab Technology products and services produces significant benefits to the individuals using the equipment, to health care professionals, and to organizations paying the costs of health care. But to achieve these benefits, a qualified and knowledgeable CRTC must be involved in the evaluation, provision, and post-delivery repair and service processes. Continued access to appropriate and cost-effective equipment is dependent on maintaining adequate reimbursement levels to support the services provided by qualified Complex Rehab Technology Companies.

For further information on the challenges in protecting access to Complex Rehab Technology products and services for people with disabilities, please contact the National Coalition for Assistive and Rehab Technology (NCART) at info@ncart.us or 716-839-9728 or visit their website at www.ncart.us

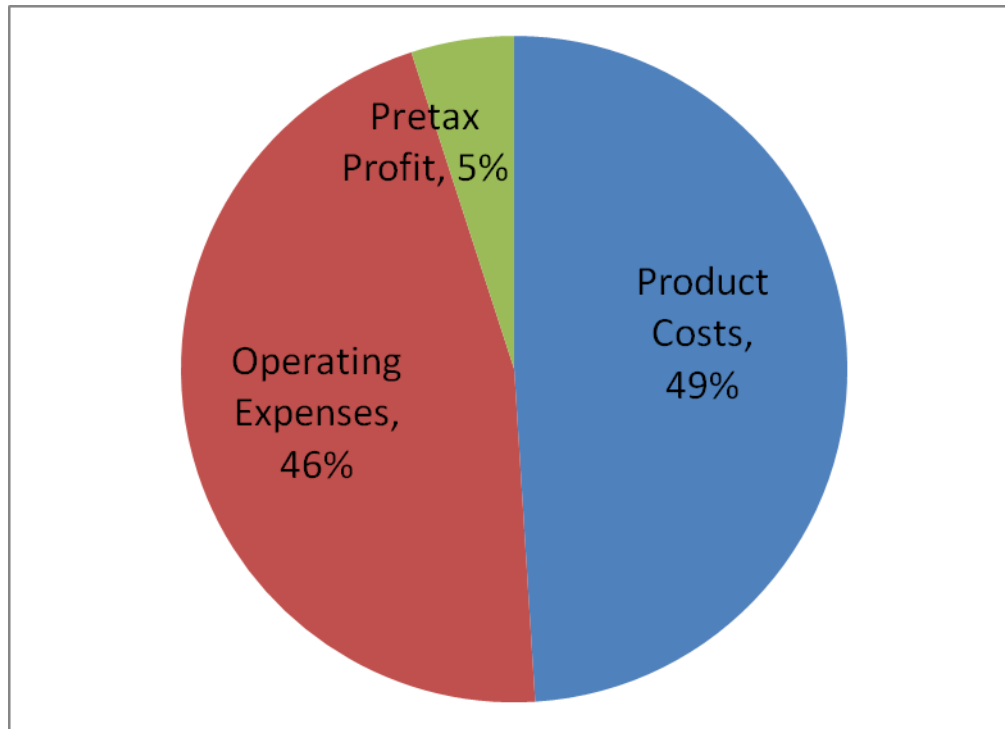
What Is The Complex Rehab Technology Delivery Process?

The following is an overview of the “delivery process” of supplying complex rehab mobility and seating systems. Various staff members are involved at different points. While there can be over 30 steps in the process, the principal activities include evaluating, selecting, funding, purchasing, receiving, assembling, scheduling, delivering, fitting, adjusting, programming, training, and billing.

- 1.) Call received from customer or referral source. Review general needs. Verify insurance coverage. Schedule an evaluation.
- 2.) Prepare for evaluation. Gather related literature on options. Obtain and configure necessary evaluation/loaner equipment.
- 3.) Drive to evaluation site. Meet with customer, therapist, and other interested parties. Participate in CRT evaluation process. Gather information on medical status, current and future needs, goals and funding options. Take physical measurements and document.
- 4.) Perform Technology Assessment along with transportation and home accessibility assessments.
- 5.) In some cases, multiple evaluations may be performed involving equipment trials and visits to both the home and other locations such as school, clinic, or hospital.
- 6.) Identify and document equipment recommendations and specifications. Prepare pricing worksheet detailing all equipment and components to be ordered. Indicate specific manufacturer, part number and price. Obtain custom quotes if needed. (Complex cases may involve up to ten different manufacturers.)
- 7.) Identify related coverage criteria. Determine proper billing codes. Obtain medical necessity documentation from physician and therapist. This required documentation can be significant and must meet specific payer requirements.
- 8.) Submit and obtain external or internal funding approval. Include pricing detail and medical necessity documentation. Respond to requests for additional information. Follow up and resolve initial denials.
- 9.) Once funding approval is received, prepare purchase orders for all manufacturers and order items.
- 10.) As pieces of equipment are received, store in holding area until all items for the system have arrived.
- 11.) Once all items have arrived, pull customer order and assemble in accordance with measurements and notes.
- 12.) Contact customer and/or therapist to schedule delivery and fitting.
- 13.) Deliver equipment as scheduled. Perform fitting, adjustments, and programming. For cases requiring further work, document additional modifications needed and return to shop for processing.
- 14.) Perform additional modifications as noted at the first fitting and schedule additional deliveries and fittings as needed.
- 15.) At final delivery, perform final fitting and adjustments. Train customer on proper programming, operation and maintenance.
- 16.) Submit for billing to both primary and secondary payers. Follow up through final collection.
- 17.) Respond promptly to requests from the customer or therapist for post-delivery adjustments or operational concerns.
- 18.) Provide ongoing repair and maintenance as needed.

The process of providing complex rehab mobility and seating is very involved. The time taken on each activity is significant. All parties (physician, therapist, rehab technology professional, rehab tech, and other support staff) work together in order to provide the most appropriate equipment to best meet an individual’s medical needs and maximize his or her function and independence.

Complex Rehab Technology Company Financial Profile



Note: These reported results do not reflect the impact of Medicare's 9.5 percent fee reduction that went into effect on January 1, 2009.

Operating Expenses By Function-	
Intake, Qualification, Documentation	6%
Evaluation, Specification, Fitting	11%
Purchasing, Receiving, Assembly, Delivery	6%
Service & Repair	5%
Billing & Collection	6%
Accreditation & Compliance	2%
Sales, Administration, Support	10%
Total Operating Expenses	46%

This information is based upon a 2008 study of Complex Rehab Technology companies performed by the Simon School of Business at the University of Rochester in Rochester, New York.