

**Adaptive Equipment  
Medicaid Process Flow  
Repair to Equipment**

Need identified by Observation: Issue Arise; Clinical Recommends; Doctor Orders

Adaptive Equipment need is reported by the Residential provider or family to the SC, person, family/guardian within 1 business day of identifying the need.

DDS clinician will visit to assess the adaptive equipment to determine if the person's health and safety is at risk immediately or within 6 business days of identifying the need.

The team will consult with the person to discuss the adaptive equipment need within 1 business day of identifying the need.

Identify the type of insurance Medicare (Part B) or Medicaid within 2 business days of identifying the need.

Identify the type of residential setting ICF or Waiver within 1 business day of identifying the need.

**ICF**

1. Provider determines the type of equipment Non-Custom vs. Custom.

**Non-Custom**

***Note: ICF is responsible for purchasing non-custom equipment.***

1. 1 Provider identifies vendor with 3 business days of identifying the need.
2. Provider contacts vendor to inquire the availability of adaptive equipment with 3 business days of identifying the need.
3. If available, provider purchases adaptive equipment with 4 business days of identifying the need.
4. Provider/Clinician train staff with 9 business days of identifying the need.
5. If not available, vendor orders adaptive equipment.
6. Vendor receives the adaptive equipment within 9 business days of identifying the need.
7. Vendor delivers adaptive equipment within 11 business days of identifying the need.
8. Provider/clinician train staff with 15 business days of identifying the need.

**Custom**

1. Team selects a vendor within 3 business days of identifying the need.
2. QIDP or Doctor completes 719A within 3 business days of identifying the need.

3. QIDP/ submits 719A to the doctor within 4 business days of identifying the need.
4. Doctor signs and returns the 719A within 9 business days of identifying the need.
5. QIDP submits 719A to vendor within 10 business days of identifying the need.
6. ***Vendor sends representative to evaluate equipment to verify that DME is eligible for reimbursement within 12 business days of identifying the need. If not, follow local funds policy.***
7. Vendor contact manufacture for quote 14 business days of identifying the need.
8. Vendor submits paperwork to the Quality Improvement Organization Contractor (QIO)
9. QIO Contractor checks eligibility and program code (the process takes 5 business days).
  - a. QIO checks historical record for previous request for same equipment.
  - b. If previously issued equipment, QIO Contractor checks warranty on equipment.
  - c. QIO Contractor checks to see if equipment needs manual pricing or miscellaneous code.
  - d. If required, QIO Contractor sends request to DHCF.
  - e. **QIO Contractor Approval Process**
    - i. QIO Contractor will contact the vendor if additional information is required.
    - ii. Vendor makes necessary corrections and returns the paperwork to the QIO Contractor within the approval time period.
  - f. **DHCF Approval**
    - i. QIO Contractor checks to see if equipment needs manual pricing or miscellaneous code.
    - ii. If required, QIO Contractor sends request to DHCF.
    - iii. DHCF reviews information from QIO Contractor.
    - vi. DHCF will confirm eligibility and program code.
    - vii. DHCF determines whether person lives in home or nursing/ICF Facility.
    - viii. If information is still needed, DHCF will contact vendor or QIO Contractor to obtain additional information.
    - ix. Vendor will send additional information, if necessary.
    - x. DHCF conducts manual pricing of equipment.
    - xi. DHCF will write a letter of approval or denial to QIO Contractor.

## **Approval**

10. QIO Contractor approves 719A within 19 days of identifying the need.

11. 2. QIO Contractor follows up with approval codes.
12. Vendor places the order for AE within 21 business days of identifying the need.
13. Vendor receives part(s) within 28 business days of identifying the need.
14. Vendor coordinator delivery with Provider/SC/Family/Guardian and clinician, if necessary within 29 business days of identifying the need.
15. Vendor repairs or replace the AE within 32 business days of identifying the need.
16. Vendor and clinician evaluate the AE for appropriateness.

## **Denial**

17. If vendor fail to submit additional information within the allot timeframe, QIO Contractor will submit denial to vendor.
18. Vendor will have to resubmit all documentation to the QIO Contractor.
19. QIO Contractor restarts the process.
20. If the repair is not covered by Medicaid, the QIDP and Service Coordinator will submit a request for local funding.

## **Medicaid Waiver and Natural Home**

1. Team selects a vendor within 3 business days of identifying the need.
2. QIDP or Doctor completes 719A within 3 business days of identifying the need.
3. QIDP/ submits 719A to the doctor within 4 business days of identifying the need.
4. Doctor signs and returns the 719A within 9 business days of identifying the need.
5. QIDP submits 719A to vendor within 10 business days of identifying the need.
6. ***Vendor sends representative to evaluate equipment to verify that DME is eligible for reimbursement within 12 business days of identifying the need. If not, follow local funds policy.***
7. Vendor contact manufacture for quote 14 business days of identifying the need.
8. Vendor submits paperwork to the Quality Improvement Organization Contractor (QIO)
9. QIO Contractor checks eligibility and program code (the process takes 5 business days).
  - a. QIO checks historical record for previous request for same equipment.
  - b. If previously issued equipment, QIO Contractor checks warranty on equipment.
  - c. QIO Contractor checks to see if equipment needs manual pricing or miscellaneous code.
  - d. If required, QIO Contractor sends request to DHCF.

**e. QIO Contractor Approval Process**

- iii. QIO Contractor will contact the vendor if additional information is required.
- iv. Vendor makes necessary corrections and returns the paperwork to the QIO Contractor within the approval time period.

**f. DHCF Approval**

- i. QIO Contractor checks to see if equipment needs manual pricing or miscellaneous code.
- ii. If required, QIO Contractor sends request to DHCF.
- iii. DHCF reviews information from QIO Contractor.
  - xii. DHCF will confirm eligibility and program code.
  - xiii. DHCF determines whether person lives in home or nursing/ICF Facility.
  - xiv. If information is still needed, DHCF will contact vendor or QIO Contractor to obtain additional information.
  - xv. Vendor will send additional information, if necessary.
  - xvi. DHCF conducts manual pricing of equipment.
  - xvii. DHCF will write a letter of approval or denial to QIO Contractor.

**Approval**

- 10. QIO Contractor approves 719A within 19 days of identifying the need.
- 11. 2. QIO Contractor follows up with approval codes.
- 12. Vendor places the order for AE within 21 business days of identifying the need.
- 13. Vendor receives part(s) within 28 business days of identifying the need.
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**Denial**

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- 18. Vendor will have to resubmit all documentation to the QIO Contractor.
- 19. QIO Contractor restarts the process.

20. If the repair is not covered by Medicaid, the QIDP and Service Coordinator will submit a request for local funding.