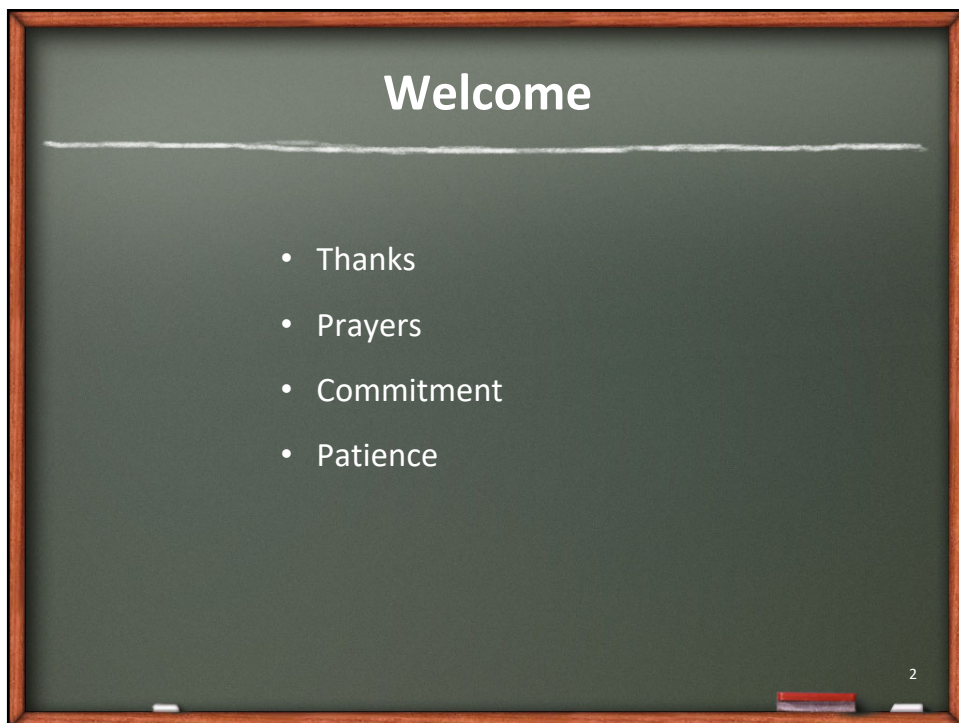
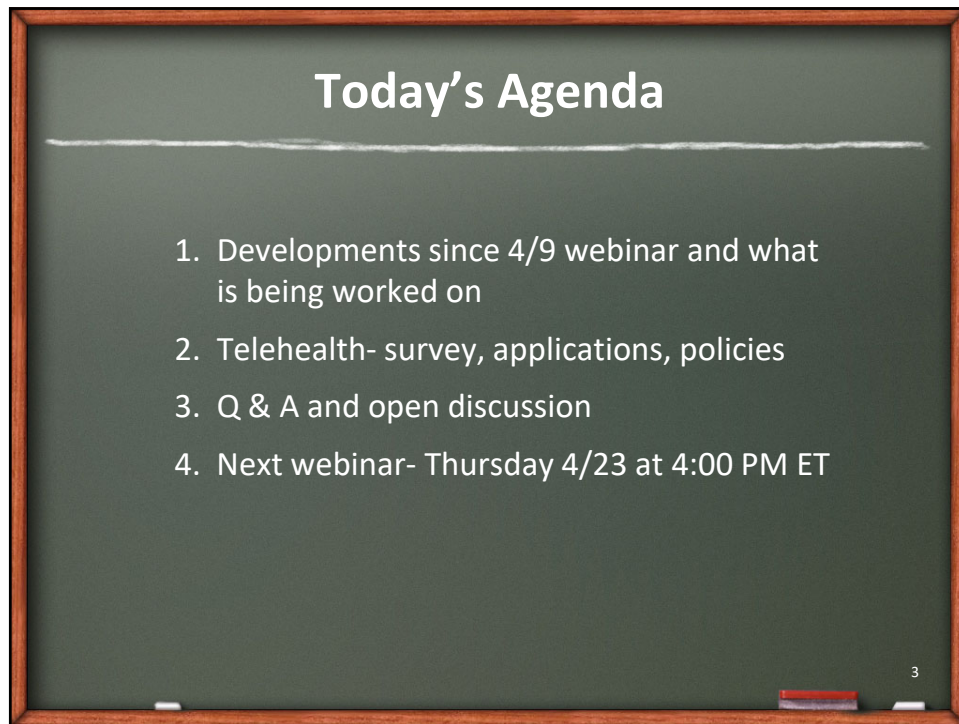


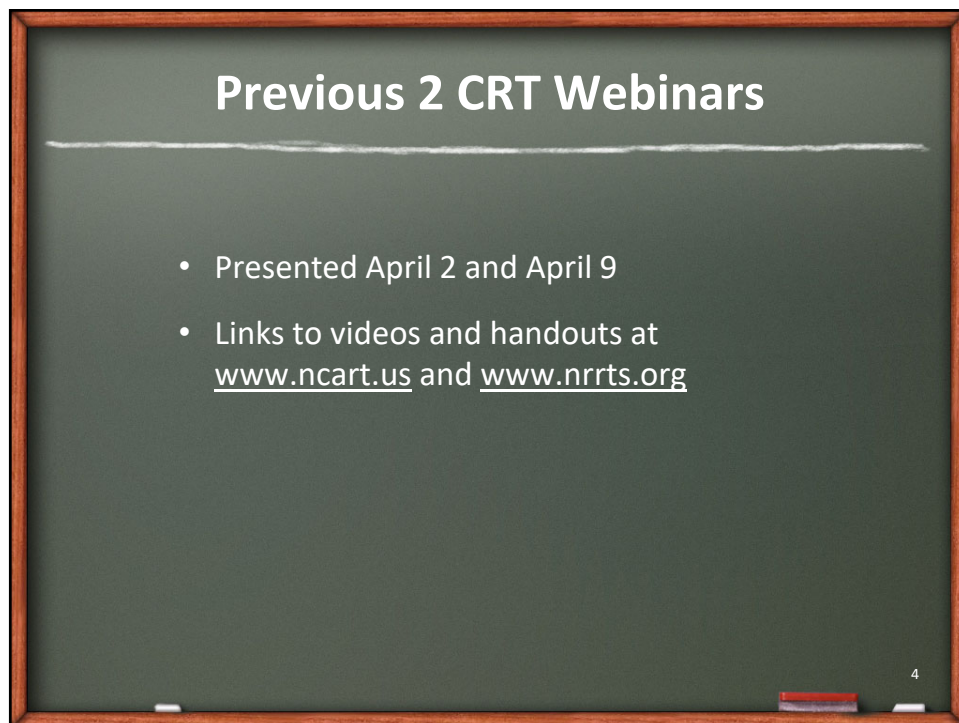
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## Contacts for Follow Up

**Don Clayback**, NCART, Executive Director  
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**Weesie Walker**, NRRTS, Executive Director  
[wwalker@nrrts.org](mailto:wwalker@nrrts.org)

**Dan Fedor**, U.S. Rehab, Director of Reimb. & Education  
[dan.fedor@vgm.com](mailto:dan.fedor@vgm.com)

**Cathy Carver**, Clinician Task Force, Executive Director  
[cathyhcarver@gmail.com](mailto:cathyhcarver@gmail.com)

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## Ongoing CRT Actions

- Industry CRT COVID-19 Workgroup
- Discussions with CMS, Medicaid programs, and commercial payers
- Continued collaboration with advocacy partners: AA Homecare, VGM/US Rehab, State Associations

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## CRT Relief

- Waive face-to-face requirements
- Allow use of remote technology for clinician and RTS ATP involvement
- Develop relaxed provisions if urgent need for new/replacement equipment
- Allow repairs without Prior Authorization and w/o physician confirmation of continued need

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## Medicare Documentation

- What needs to be available to bill CRT claims under COVID-19 waivers
- CRT wheelchairs
- Wheelchair repairs

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## Medicare Competitive Bidding

- CMS removed Non-Invasive Ventilators
- AAHomecare requesting 1-year delay
- DME Industry COVID-19 Survey (closes 4/21)
  - Suppliers:  
<https://www.surveymonkey.com/r/YV379GL>
  - Manufacturers:  
<https://www.surveymonkey.com/r/Y8TX7D9>

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## Medicare Supplier Payments

- CARES Act Provider Relief Fund - \$100 Billion
- To Medicare providers to support healthcare-related expenses or lost revenue re COVID-19
- \$30B in checks sent last week - approx. 6.2% of a provider's 2019 FFS Medicare payments
- <https://www.hhs.gov/provider-relief/index.html>
- What you need to do:
  - Complete attestation form within 30 days
  - Potential quarterly reports

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## Business Assistance

- SBA Guidance and Loans
  - <https://www.sba.gov/page/coronavirus-covid-19-small-business-guidance-loan-resources>: Paycheck Protection Program-all/some of loan “forgiven” if you maintain workforce.
- Medicare Accelerated/Advanced Payments
  - <https://www.cms.gov/files/document/Accelerated-and-Advanced-Payments-Fact-Sheet.pdf>

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## PT/OT Telehealth

- Payer specific regulations – Medicare, Medicaid, commercial insurers: (a) what CPT codes are billable (b) what clinicians can bill
- Medicare has approved codes but has NOT YET approved PTs and OTs to use them
- Some Medicaids and commercial insurers are allowing.....list is growing
- **NEW**- NCART CRT Telehealth Advisory (see [www.ncart.us](http://www.ncart.us))

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## CMS CRT Telehealth Requests

- Allow physical therapists and occupational therapists to provide telehealth services under CMS' expanded authority.
- Add CPT Code 97542 Wheelchair Management (e.g., assessment, fitting, training) to the list of approved telehealth codes to allow their remote involvement in complex rehab wheelchair and seating.

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## Clinician Perspective

**Cathy Carver, PT, ATP/SMS**  
**Executive Director, Clinician Task Force**  
Wheelchair and Seating Clinic  
University of Alabama Hospital  
[cathyhcarver@gmail.com](mailto:cathyhcarver@gmail.com)

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## Clinician Survey Results

### 150 responses

- 66% were PTs and OTs
- 40% practicing in Hospital based OP Clinic, 12% private practice; 7% Home Health
- Majority of clinics open are screening/Triage to determine who to see based on CDC/Risk assessment; 20% of respondents closed
- Over half are starting to use telehealth and 30% use Zoom, 12% used Teams; 8% Doxy.Me
- Billing: 20% unable to bill; 24% billing “like usual”; rest unsure

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## Clinician Survey Results

- 66% of open clinics anticipate staying open; 13% may be reassigned; 20% anticipate furlough or loss of pay
- Deferring to suppliers: 40-50% for repairs/deliveries/fittings/adjustments; none for evals
- If COVID lasts >2 months: major concerns are patients and their needs and backlog
- CTF can help with understanding telehealth and advocacy

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## Other Tips

Decision Tree has been distributed and some edits from last week

Examples of scenarios

New Consideration: your patient has tested positive for COVID 19 - .....



Documentation Tips for the Team

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### Clinical Guidance for Serving Patients Needing CRT During the COVID-19 Pandemic

It's always best practice to care for your patients one-on-one when determining their Complex Rehab Technology (CRT) needs. However, protecting their health at this time is equally important and in-clinic visits may not be the best option. Use the chart below to help determine if your patients with complex needs must be seen in-clinic or if other options might be more appropriate.

**Does your patient have:**

- AN URGENT NEED FOR NEW EQUIPMENT?
  - A NEED TO REPLACE "LIKE FOR LIKE" EQUIPMENT? CONFIRM WITH PT/OT AND THEN CONTACT THE SUPPLIER.
- AN URGENT NEED FOR MODIFICATION OR REPAIR? (i.e. seating needs, pain, skin changes, sitting tolerance)
  - A MECHANICAL OR REPAIR ISSUE? CONTACT THE SUPPLIER.
- EQUIPMENT THAT NEEDS TO BE FITTED?

**IS YOUR CLINIC OPEN?**

- YES**
  - IS THE PATIENT HIGH-RISK FOR COVID-19? (OR HESITANT TO COME INTO THE CLINIC)
    - NO**: IF IT CANNOT WAIT, SCHEDULE AN APPOINTMENT. COORDINATE WITH THE PATIENT, CAREGIVER, SUPPLIER, AND PHYSICIAN (AS NEEDED) TO PREPARE FOR THE APPOINTMENT SO THERE ONLY NEEDS TO BE ONE VISIT.
    - YES**:
      - REMEMBER: BE CERTAIN TO MAINTAIN DETAILED DOCUMENTATION OF ALL INFORMATION DISCUSSED AND/OR OBSERVED DURING ANY CALL, VIDEO, OR OTHER CONSULTATION.
      - CONTACT THE SUPPLIER FOR OPTIONS
      - CONSIDER HOME HEALTH OPTIONS
      - CONSIDER TELEHEALTH OPTIONS
      - CONTACT ON-CALL PT/OT
      - REFER TO AN OPEN CLINIC
      - EXPLORE LOAN CLOSET OPTIONS
      - DEFER APPOINTMENT TO A LATER TIME
  - NO**:
    - CONTACT THE SUPPLIER FOR OPTIONS
    - CONSIDER HOME HEALTH OPTIONS
    - CONSIDER TELEHEALTH OPTIONS
    - CONTACT ON-CALL PT/OT
    - REFER TO AN OPEN CLINIC
    - EXPLORE LOAN CLOSET OPTIONS
    - DEFER APPOINTMENT TO A LATER TIME

Have more questions or need assistance? Contact the Clinician Task Force at [cliniciantaskforce@gmail.com](mailto:cliniciantaskforce@gmail.com)

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## Tips for Documentation

- Who you talk to, date, and how (phone, email, tele(video); in person; where
- Nature of call
- Actions done
- Recommendations
- Follow up needed
- Who else was in communication
- *Use of PPE protocols when in-person with patient*

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## Feedback from the Field



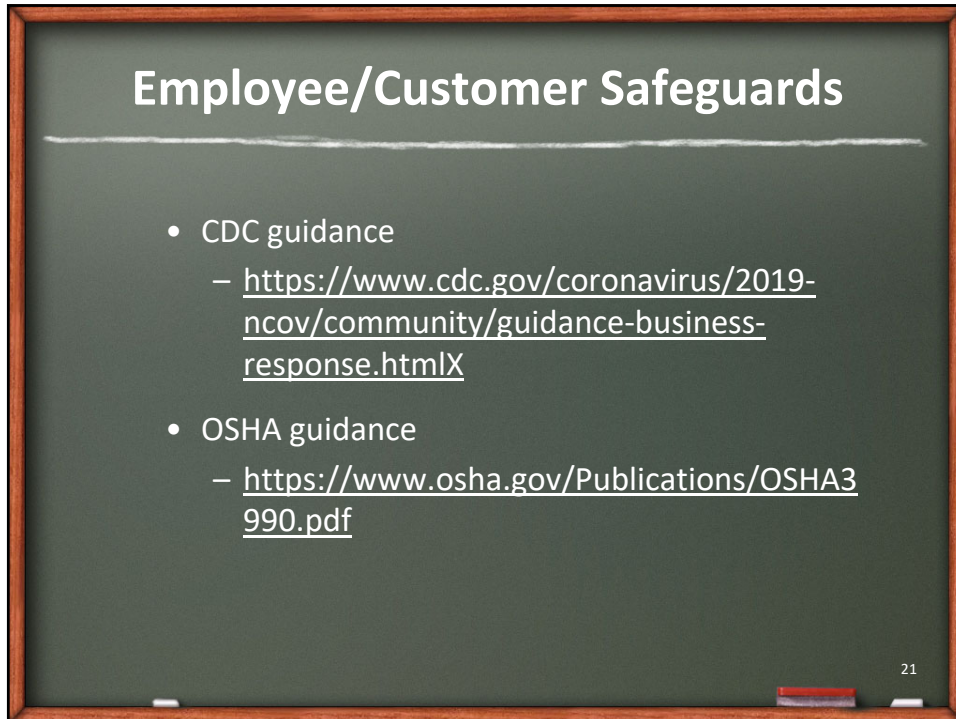
- Clinicians worried about telehealth evals; making good decisions; keeping suppliers going...optimal vs. doable...and personal concerns...



- Weighing risk and resources and going case by case – **Teamwork makes the Dream Work**

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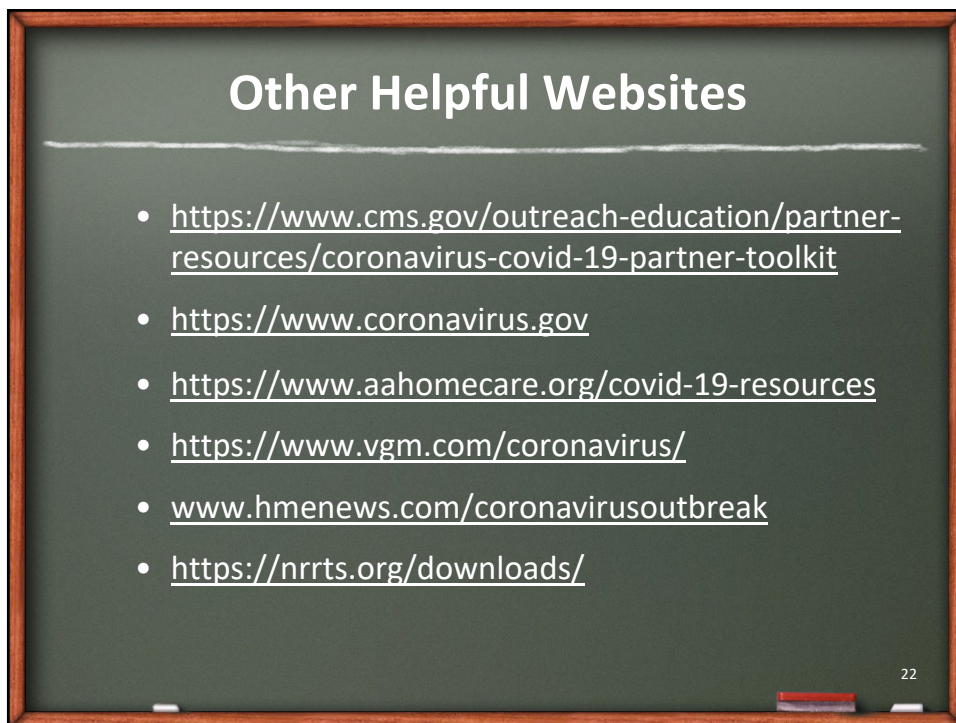


## Employee/Customer Safeguards

- CDC guidance
  - <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>
- OSHA guidance
  - <https://www.osha.gov/Publications/OSHA3990.pdf>

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## Other Helpful Websites

- <https://www.cms.gov/outreach-education/partner-resources/coronavirus-covid-19-partner-toolkit>
- <https://www.coronavirus.gov>
- <https://www.aahomecare.org/covid-19-resources>
- <https://www.vgm.com/coronavirus/>
- [www.hmenews.com/coronavirusoutbreak](http://www.hmenews.com/coronavirusoutbreak)
- <https://nrts.org/downloads/>

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## Sign Up For Email Updates

- Visit [www.access2crt.org](http://www.access2crt.org) – CRT focused website
- Sign up to receive timely CRT advocacy related updates, including COVID-19 information

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## Next Steps

- Next CRT COVID-19 call will be Thursday April 23 at 4:00 PM ET
- Email state issues/updates to [mlee@ncart.us](mailto:mlee@ncart.us)
- Thanks for your commitment!

**[Follow up to dclayback@ncart.us](mailto:dclayback@ncart.us)**

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## Q & A Panelists

**Cathy Carver**, Clinician Task Force, Executive Director

**Dan Fedor**, U.S. Rehab, Director of Reimb. & Education

**Seth Johnson**, Quantum Rehab, SVP Government Affairs

**Rita Stanley**, Sunrise Medical, VP Government Relations

**Jim Stephenson**, Permobil, Reimb. and Coding Manager

**Weesie Walker**, NRRTS, Executive Director

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