

**Adaptive Equipment
Medicaid Process Flow
New Equipment**

The residential provider or the SC for people residing in their natural homes is responsible for documenting the process.

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

Determine Custom or Non-Custom adaptive equipment within 2 business days of identifying the need.

Non-Custom

Note – ICF is responsible for purchasing non-custom equipment.

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. If necessary schedule clinical assessment, if applicable within 2 business days of identifying the need.
2. Clinician visits and complete assessment, if applicable within 7 business days of identifying the need.
3. Clinician provides a copy of the assessment to Provider/SC within 13 business days of identifying the need.
4. QIDP submits a copy of the clinical assessment, which detail justification to Vender (if applicable) within 14 days of identifying the need.
5. Vendor schedules meeting with clinician to determine the type of equipment within 14 business days of identifying the need.
6. Vendor meets with Clinician and completes the home assessment, if needed within 19 business days identifying the need (if applicable).
7. Provider informs SC of clinician's recommendation within 14 business days of identifying the need.
8. Team selects a vendor within 3 business days of identifying the need.
9. QIDP completes 719A within 3 business days of identifying the need.
10. QIDP submits 719A to the doctor within 4 business days of identifying the need.
11. Doctor signs and returns the 719A within 9 business days of identifying the need.
12. QIDP submits 719A to vendor within 10 business days of identifying the need.
13. Vendor complies documentation (719A, Clinical Assessment, Invoice, and home assessment, if appl.) within 14 business days of identifying the need.
14. Vendor sends documentation to Quality Improvement Organization Contractor (QIO) within 15 business days of identifying the need.
15. QIO Contractor checks eligibility and program code (QIO Contractor approval/denial process takes 5 business days)
 - a. QIO contractor 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. DHCF reviews information from QIO Contractor.
 - f. **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.

g. 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

- 16. QIO Contractor approves 719A within 19 days of identifying the need.
- 17. QIO Contractor follows up with approval codes.
- 18. Vendor places the order for AE within 21 business days of identifying the need.
- 19. Vendor receives part(s) within 28 business days of identifying the need.
- 20. Vendor coordinator delivery with Provider/SC/Family/Guardian and clinician, if necessary within 29 business days of identifying the need.
- 21. Vendor repairs or replace the AE within 32 business days of identifying the need.
- 22. Vendor and clinician evaluate the AE for appropriateness.

Denial

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

Waiver-No Service Authorization (SA)

1. Provider/SC Family obtain Physicians Orders within 5 business days of identifying the need.
2. SC Schedules meeting to amend the ISP within 6 business days of identifying the need.
3. ISP amendment meeting is held to amend and select clinician within 9 business days of identifying the need.
4. SC amends the ISP within 10 business days of identifying the need.
5. The Supervisory Service Coordinator approves the ISP within 11 business days of identifying the need.
6. The Waiver Unit issues the Services Authorization within 13 business days of identifying the need.
7. QIDP/SC/Family scheduled the clinical assessment within 14 business days of identifying the need.
8. The clinical assessment is completed and a copy is provided to QIDP/SC/Family within 19 business days of identifying the need.
9. Vendor schedules meeting with clinician to determine the type of equipment within 14 business days of identifying the need. (if needed)
10. Vendor meets with Clinician and completes the home assessment, if needed within 19 business days identifying the need (if applicable).
11. Team selects a vendor within 3 business days of identifying the need.
12. QIDP or Doctor completes 719A within 3 business days of identifying the need.
13. QIDP/ submits 719A to the doctor within 4 business days of identifying the need.
14. Doctor signs and returns the 719A within 9 business days of identifying the need.
15. QIDP/Family/Doctor submits 719A to vendor within 10 business days of identifying the need.
27. Vendor complies documentation (719A, Clinical Assessment, Invoice, and home assessment, if appl.) within 21 business days of identifying the need.
28. Vendor sends documentation to Quality Improvement Organization Contractor (QIO) within 23 business days of identifying the need.
29. QIO Contractor checks eligibility and program code (QIO Contractor approval/denial process takes 5 business days)
 - a. QIO contractor 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. DHCF reviews information from QIO Contractor.

f. 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.

g. 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

- 30. QIO Contractor approves 719A within 28 business days of identifying the need.
- 31. QIO Contractor follows up with approval codes.
- 32. Vendor places the order for AE within 30 business days of identifying the need.
- 33. Vendor receives AE within 37 business days of identifying the need.
- 34. Vendor coordinator delivery with Provider/SC/Family/Guardian and clinician, if necessary within 42 business days of identifying the need.
- 35. Vendor delivers AE within 45 business days of identifying the need.
- 36. Vendor and/or clinician evaluate the AE for appropriateness and train staff within 48 business days of identifying the need.

Denial

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

Waiver-SA, but need additional hours

1. Provider/SC/Family schedules an appointment for clinician to assess the identified need/request additional hour within 1 business day of identifying the need.
2. Clinician assesses and completes the report within 11 business days of identifying the need.
3. SC schedule meeting to amend the ISP within 12 business days of identifying the need.
4. SC amends the ISP within 15 business days of identifying the need.
5. SC Supervisor approved the ISP within 16 days of identifying the need.
16. Waiver Unit issues the new Service Authorization with 18 business days of identifying the need. QIDP/SC/Family scheduled the clinical assessment within 14 business days of identifying the need.
17. The clinical assessment is completed and a copy is provided to QIDP/SC/Family within 19 business days of identifying the need.
18. Vendor schedules meeting with clinician to determine the type of equipment within 14 business days of identifying the need. (if needed)
19. Vendor meets with Clinician and completes the home assessment, if needed within 19 business days identifying the need (if applicable).
20. Team selects a vendor within 3 business days of identifying the need.
21. QIDP or Doctor completes 719A within 3 business days of identifying the need.
22. QIDP/ submits 719A to the doctor within 4 business days of identifying the need.
23. Doctor signs and returns the 719A within 9 business days of identifying the need.
24. QIDP/Family/Doctor submits 719A to vendor within 10 business days of identifying the need.
41. Vendor complies documentation (719A, Clinical Assessment, Invoice, and home assessment, if appl.) within 16 business days of identifying the need.
42. Vendor sends documentation to Quality Improvement Organization Contractor (QIO) within 18 business days of identifying the need.
43. QIO Contractor checks eligibility and program code (QIO Contractor approval/denial process takes 5 business days)
 - a. QIO contractor 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. DHCF reviews information from QIO Contractor.
 - f. **QIO Contractor Approval Process**

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

g. 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.
- xviii. DHCF will confirm eligibility and program code.
- xix. DHCF determines whether person lives in home or nursing/ICF Facility.
- xx. If information is still needed, DHCF will contact vendor or QIO Contractor to obtain additional information.
- xxi. Vendor will send additional information, if necessary.
- xxii. DHCF conducts manual pricing of equipment.
- xxiii. DHCF will write a letter of approval or denial to QIO Contractor.

Approval

- 44. QIO Contractor approves 719A within 23 business days of identifying the need.
- 45. QIO Contractor follows up with approval codes.
- 46. Vendor places the order for AE within 25 business days of identifying the need.
- 47. Vendor receives AE within 32 business days of identifying the need.
- 48. Vendor coordinator delivery with Provider/SC/Family/Guardian and clinician, if necessary within 35 business days of identifying the need.
- 49. Vendor delivers AE within 38 business days of identifying the need.
- 50. Vendor and/or clinician evaluate the AE for appropriateness and train staff within 43 business days of identifying the need.

Denial

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

Waiver with Service Authorization for clinical service or clinical support not required

1. If necessary schedule clinical assessment, if applicable within 2 business days of identifying the need.
2. Clinician visits and complete assessment, if applicable within 7 business days of identifying the need.
3. Clinician provides a copy of the assessment to Provider/SC within 13 business days of identifying the need.
4. QIDP submits a copy of the clinical assessment, which detail justification to Vendor (if applicable) within 14 days of identifying the need.
5. Vendor schedules meeting with clinician to determine the type of equipment within 14 business days of identifying the need.
6. Vendor meets with Clinician and completes the home assessment, if needed within 19 business days identifying the need (if applicable).
7. Provider informs SC of clinician's recommendation within 14 business days of identifying the need.
8. Team selects a vendor within 3 business days of identifying the need.
9. QIDP completes 719A within 3 business days of identifying the need.
10. QIDP submits 719A to the doctor within 4 business days of identifying the need.
11. Doctor signs and returns the 719A within 9 business days of identifying the need.
12. QIDP submits 719A to vendor within 10 business days of identifying the need.
13. Vendor complies documentation (719A, Clinical Assessment, Invoice, and home assessment, if appl.) within 14 business days of identifying the need.
14. Vendor sends documentation to Quality Improvement Organization Contractor (QIO) within 15 business days of identifying the need.
15. QIO Contractor checks eligibility and program code (QIO Contractor approval/denial process takes 5 business days)
 - a. QIO contractor 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. DHCF reviews information from QIO Contractor.
 - f. **QIO Contractor Approval Process**

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

g. 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.
 - xxiv. DHCF will confirm eligibility and program code.
 - xxv. DHCF determines whether person lives in home or nursing/ICF Facility.
 - xxvi. If information is still needed, DHCF will contact vendor or QIO Contractor to obtain additional information.
 - xxvii. Vendor will send additional information, if necessary.
 - xxviii. DHCF conducts manual pricing of equipment.
 - xxix. DHCF will write a letter of approval or denial to QIO Contractor.

Approval

- 16. QIO Contractor approves 719A within 19 days of identifying the need.
- 17. QIO Contractor follows up with approval codes.
- 18. Vendor places the order for AE within 21 business days of identifying the need.
- 19. Vendor receives part(s) within 28 business days of identifying the need.
- 20. Vendor coordinator delivery with Provider/SC/Family/Guardian and clinician, if necessary within 29 business days of identifying the need.
- 21. Vendor repairs or replace the AE within 32 business days of identifying the need.
- 22. Vendor and clinician evaluate the AE for appropriateness.

Denial

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

No Authorization Required

1. Vendor orders equipment. (2business days)
2. Vendor schedule delivery with QIDP/SC/Family/Guardian. (1 business day)
3. Vendor delivers the adaptive equipment. (2 business days)
4. Vendor trains staff, if applicable; same day as delivery.

Authorization Required, clinical follow-up

1. Vendor meets with clinician to consult about AE/appointment for measurement of AE, if needed. (5 business days)
2. Clinician completes evaluation report. (5 business days; concurrent with clinician and vendor consult)
3. Vendor completes home assessment, if needed. (5 business days; concurrent with clinician and vendor consult)
4. Clinician provides copy of evaluation to vendor/QIDP/SC/Family/Guardian. (5 business days)
5. Vendor compiles documentation (719A, Clinical Assessment, Invoice). 5 business days.
6. Vendor sends documentation to QIO Contractor. (1 business day)
7. FQIO Contractor checks eligibility and program code; QOI Contractor/DHCF process is 5 business days.
8. QIO checks historical record for previous request from same equipment.
9. If previously issued equipment, QIO Contractor checks warranty on equipment.

Approval

1. QIO Contractor approves 719A.
2. QIO Contractor follows up with approval codes.
3. QIO Contractor send approval codes to Vendor.
4. Vendor notifies Provider/SC/Family/Guardian of approval. (1 business day)
5. Vendor place te order for AE. (2 business days)

6. Vendor receives equipment. (7business days)
7. Vendor coordinator delivery with Provider/SC/Family/Guardian and clinician, if necessary. (1 business day)
8. Vendor delivers equipment. (1 business day)
9. Vendor evaluates AE for appropriateness. (1 business day)
10. Vendor/Clinician train staff. (5 business days)

QIO Contractor Approval Process; 5 business days

1. QIO Contractor will contact the Vendor if additional information is required.
2. Vendor makes necessary corrections and returns the paperwork to the QIO Contractor within the approval time period. (1 business day; concurrent with QIO/DHCF approval)

DHCF Approval process; 5 business days (concurrent with QIO process)

1. QIO Contractor checks to see if equipment needs manual pricing or miscellaneous codes.
2. If required, QIO Contractor sends request to DHCF.
3. DHCF reviews information from QIO Contractor.
4. DHCF will confirm eligibility and program code.
5. DHCF determine whether person lives in home or nursing/ICF FACILITY.
6. If information is still needed, DHCF will contact Vendor or QIO Contractor to obtain additional information.
7. Vendor will send additional information, if necessary.
8. DHCF conducts manual pricing of equipment.
9. DHCF will write a letter of approval or denial to QIO Contractor.

Denial

1. If not submitted within the timeframe by vendor, QIO Contractor will submit denial to vendor.
2. Vendor will have to resubmit all documentation to the QIO Contractor. (2 business days)
3. QIO Contractor restarts the process. (1 business day)

Denial DHCF

1. Vendor receives denial.
2. Vendor informs Provider/SC/Family/Guardian of denial. (1 business day)
3. If additional information is needed, Vendor and Provider/SC/Family/Guardian will address the issue. (2 business days)
4. Vendor resubmits to QIO Contractor. (1 business day)
5. QIO Contractor follows approval process.

