

Team Process



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Knowing what your role is and who to turn to throughout the funding process provides for a more positive experience. For the greatest success in getting Complex Rehab Equipment paid for by your funding source, utilize the “Team Process” approach. While those involved vary from case to case, the team is often comprised of the Durable Medical Equipment Supplier, Clinician(s), the Enduser, and often the Caregiver or Family.

Consumer's Role Includes:

- As the leader, they need to follow up on progress of the funding process through its conclusion.
- Choosing their rehab technology supplier.
- Being aware of their medical need to stand.
- Researching the benefits of standing.
- Specifying wants and needs in standing equipment.
- Trialing and determining the standing equipment.
- Being present for the final fit.
- If an insurance appeal is necessary, the **consumer or legal guardian must start the appeals process** (often they are the only person who can start the appeals process).
- Once equipment is received and fitted, the consumer must follow through on their standing program to receive the outcomes expected.

Caregiver/Family's Role Includes:

- Handling the role of the consumer if they are under 21, or unable to do so themselves.
- Providing support and feedback to the team on transfer techniques and activities of daily living.

Rehab Technology Supplier's Role Includes:

- Providing trial rehab equipment or scheduling to trial rehab equipment with a local manufacturer's rep.
- Having expertise on standing equipment and the options that are available.
- Acquiring prior authorization with your insurance company or payer source.
- Providing assembly, delivery and adjustments to individual fit.
- Assisting with the insurance appeals process if necessary.
- Being a valuable resource for a wealth of complex rehab equipment.

Clinician's Role Includes:

- Physician must approve that it is medically safe for you to stand.
- PT/OT may recommend weight bearing/standing device and program.
- PT/OT may review standing equipment options and make recommendations.
- PT/OT usually writes the letter of medical necessity including trial process.
- Physician usually co-signs the therapist's letter of medical necessity or writes an additional prescription.
- PT/OT usually attends and assists in the final fit and adjustment of the standing equipment.
- If payer source denies standing device, PT/OT may write addendum or new letter of medical necessity and/or attend appeals hearing (via teleconference, in person, or recorded testimony).
- PT/OT may monitor the client's ongoing standing program.