



ADVANCING INTEGRATED HEALTHCARE

Care Coordination

Session Topic: Durable Medical Equipment and Medical Services

Facilitator: Pat Flanagan, MD

Faculty Presenter(s): Carol Musso, Heather Kinsey & Tara Hayes

Case Presenter: Nicole Wharton

Date & Time: October 25, 2023, 7:30-8:30AM

PLEASE NOTE: Project ECHO case consultations do not create or otherwise establish a provider-patient relationship between any clinician and any patient whose case is being presented in a project ECHO setting

Care Transformation Collaborative of RI



Agenda

Time	Topic	Presenter
7:30 AM – 7:35 AM	Welcome & Faculty Introduction	Pat Flanagan, MD
7:35AM – 8:05AM	Didactic: Durable Medical Equipment & Resources	Carol Musso, UHC Heather Kinsey, EOHHS Tara Hayes, RIPIN
8:05 AM – 8:25AM	Case Presentation & Discussion	Nicole Wharton, Hasbro Lifespan
8:25 AM – 8:30AM	Wrap up; Evaluation; Announcements	Susanne Campbell, CTC-RI



ADVANCING INTEGRATED HEALTHCARE

Welcome

Please note that the didactic portion of an ECHO session will be recorded for educational and quality improvement. The case presentation portion of an ECHO session will never be recorded.

Remember to never disclose protected health information (PHI), verbally or in writing, to preserve patient confidentiality.

We are participating in an open and welcoming learning environment. Thank you for generously sharing your knowledge and experience so that all can benefit from it!

Video Meeting Etiquette



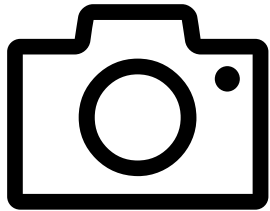
Mute your microphone when not talking.



Limit distractions as best as possible.



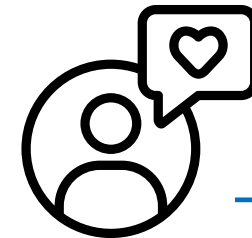
Use reactions & the raise hand feature.



Engage and turn your camera on if you are able.



Use the chat to ask introduce yourself, ask questions and share resources.



Engage - ask questions, offer feedback, provide support.

Faculty Introduction



Carol Musso, RN,BSN- Care Specialist in the Family Engagement Center at United Healthcare. Carol has spent most of her 52+ years as a nurse working with CYSHCN and their families. She also had a younger brother diagnosed with Down Syndrome. She now does outreach to parents and adult members needing help to navigate the services in their state and helping them become strong advocates for themselves. She is also involved in a new initiative expanding the Transition to Adulthood program across a wider range of UHC members.



Tara Hayes, RIPIN Family Voices Manager, mom of Andrew (15), Shamus (11), & Grace (8). Tara has lived expertise in RI's service delivery systems for children and youth with special health care needs, as she provides ICU level care in her home every day.. RIPIN Family Voices supports caregivers of CYSHCN with education and resources that will empower them in advocating and building partnerships with professionals to create systems change.

Faculty Introduction



Heather Kinsey, MPA

Senior Medical Care Specialist in the Durable Medical Equipment and Medical Services Unit at Rhode Island Medicaid. As the point person for the DME program, Heather is responsible for ensuring that all fee-for-service members have access to the equipment and supplies they need to maintain their independence. Prior to her current position, she was a social worker with the Medicaid Nursing Home Transition Program, ensuring that members residing in nursing facilities were able to return to the community with the proper long-term care supports.



Nicole Wharton, LPN

Nicole has worked last 30 years in all areas of nursing. Half of those years has been as a nurse care coordinator for medically complex pediatric patients which she finds to be very rewarding and a daily blessing.

Disclosures

Session presenters have no financial relationships with a commercial entity producing healthcare-related products used on or by patients.

If CME credits are offered, all relevant financial relationships of those on the session planning committee have been disclosed and, if necessary, mitigated.

Learning Objectives

- Familiarize primary care and others to key DME providers and the services they provide in support of children and families with special healthcare needs.
- Understand how to make DME more easily accessible as youth transition from Pediatric to Adult Healthcare
- Gain insight on how primary care practices can support patients during an appeal process if DME services are denied

What is considered DME?

- Durable Medical Equipment and appliances are items that are primarily and customarily used to serve a medical purpose, generally are not useful to an individual in the absence of a disability, illness or injury, can withstand repeated use, and can be reusable or removable.
- Orthotics are mechanical devices intended to support or correct a defect or deformity or to improve the function of movable parts of the body and are generally referred to as a "brace" or "orthosis."
- Prosthetic devices are non-dental artificial substitutes for a missing body part.
- Supplies are defined as health care related items that are consumable or disposable or cannot withstand repeated use by more than one individual, and that are required to address an individual's medical disability, illness, or injury.



Writing a Letter of Medical Necessity (LOMN)

Submit with order to avoid having to file or respond to an appeal.

Key elements to include:

- 1) Diagnosis that is driving the request
- 2) Reason the member needs the particular service, equipment, medication, etc.
- 3) Negative impact on the member if the requested service, equipment, medication is not approved
- 4) A detailed description of the member including accurate date of birth and the medical needs of the child. Paint a picture of the person needing the item requested.
- 5) This same format should be utilized when filing an Appeal

Appeal Process

- The Specific Insurance Plan may have its own timeline for filing.
- Timeline particulars can be obtained by calling Member Services; or the physician/representative can check through the Provider link.
- Documentation should include more information than the original LOMN did, but the same steps should be followed.
- If a Peer-to-Peer is offered, utilize that time to speak with a colleague about your patient and make a case for the desired therapy, DME, etc.
- If the Denial is upheld because of a plan exclusion, Medicaid/Medicaid Waiver may approve- if the patient has such coverage.

DME Service Providers

- Absolute Respiratory Care - [Absolute Absolute Respiratory Care | Johnston, RI](#)
- AdaptHealth of New England- [New England – AdaptHealth](#)
- Alpha Surgical- [Home \(alphasurgical.com\)](#)
- Byram- [Medical Supply Company | Home Medical Supplies | Byram Healthcare](#)
- Charm Medical Supply- [CharmMedical - Medical Supplies](#)
- Edgepark- [Edgepark | Home Medical Products & Supplies](#)
- Independence HomeHealthwares- [Medical Equipment & Health Care Supplies | Independence HomeHealthWares](#)
- Kent DME- [Home Medical Equipment at Kent Hospital | Rhode Island \(kentri.org\)](#)
- Lifespan DME- [Home Medical Equipment from Lifespan Health System](#)
- Lincare- [Home Respiratory Care, Respiratory Supplies & Equipment | Lincare](#)

Additional DME Providers

- Option Care - [Infusion Therapy Services - Option Care Health](#)
- NSM - [National Seating & Mobility | Let's Get Moving, Together \(nsm-seating.com\)](#)
- NuMotion - [Wheelchair & Mobility Equipment Company | Numotion](#)
- Reliable Respiratory- [Reliable Respiratory](#)
- Reliable Diabetes Care- [Reliable Diabetes Care](#)
- Reliable Urology Care- [Reliable Urology Care](#)
- Sensational Child - [Home The Sensational Child Inc. North Kingstown, RI](#)



DME Breakdown



RI Medicaid DME Benefit

- Primary denials must be appealed before Medicaid will review
 - Non-covered items are exempt from this mandate
 - Denials based on medical necessity will be upheld by RI Medicaid
- DME items provided under the EPSDT benefit are only covered until age 21
 - Once children transition to adult services, they may not receive the same type/amount of DME services parents are accustomed to
 - Example: a child that receives both an adapted stroller and a manual wheelchair will only be eligible for one of those pieces of mobility equipment once the child transitions to adult services

RI Medicaid DME Benefit

- Home Modifications are covered under RI Medicaid DME benefit
 - Includes ramps, stair lifts, and vertical platform lifts
 - Available to all RI Medicaid recipients
 - Medicaid vendors
 - National Seating and Mobility (401) 231-7100
 - Lift and Care (508) 947-3304
 - Coverage Guidelines: [Policy 0399 \(ri.gov\)](#)
 - For more information: <https://eohhs.ri.gov/providers-partners/provider-manuals-guidelines/medicaid-provider-manual/durable-medical-equipment>

Community Resources

- Ocean State Center for Independent Living (OSCIL)
 - [Ocean State Center for Independent Living | oscil | 1944 Warwick Avenue, Warwick, RI, USA](#)
 - Youth Transition Program assists youth with disabilities who are transitioning from high school to adult life, including next steps such as college and/or employment
 - Assistive/Smart Technology (smart locks, video doorbells, alerting systems, adapted telephones, etc.)
 - Assistive Services for the Deaf, Hard of Hearing, and Deaf-Blind
- Robert J. Allen Medical Equipment Warehouse
 - [Robert J. Allen Medical Equipment Distribution Center \(rimasons.org\)](#)
 - Free gently-used medical equipment, including wheelchairs, bathroom equipment, and walkers
 - Located in the Masonic Center complex at 116 Long St., Warwick
 - Open Fridays 9am-12pm, no appointment necessary

Additional Resources

- Parachute Health - [Parachute Health - Order Medical Equipment & Supplies](#)
- Center for Medicare Advocacy - [Durable Medical Equipment \(DME\) - Center for Medicare Advocacy](#)
- [Rhode Island Medical Home Portal - Medical Equipment/Supplies](#)
- When in doubt, call the RIPIN Call Center 401-270-0101



Care Coordination:

Strategies to improve care coordination for families with young adults, with special healthcare needs, transitioning from pediatric to adult care

ECHO Case Presentation

Presenter(s): Nicole Wharton

Date: October 25, 2023

Contact Info:

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Reasons for Selecting this Case

Do Not Include PHI

Why did you select this case?	<ul style="list-style-type: none">• Starting college• Moving out of state• Multiple providers involved
Goal for this case presentation?	<ul style="list-style-type: none">• Smooth transition to new PCP and DME providers• Complete, up to date information: Auth's, LMN's and Rx's in place• Patient, DME and PCP aware of current needs/status
What questions do you have for the group?	DME in three steps? Can it be done?



Additional Information about the Case

Do Not Include PHI

What is the patient and/or family identifying as the “problem”?	<ul style="list-style-type: none">• Relocating out of state to attend college – providers needed
What do you, as the nurse case manager/care coordinator, see as the “problem”?	<ul style="list-style-type: none">• Identifying DME that is contracted out of state and able to address multiple needs: manual wheelchair, walker, AFO splints, incontinence supplies and catheters• Time needed to establish transfers, obtain authorizations and receive supplies
Why is this case particularly challenging?	<ul style="list-style-type: none">• Young adult with spina bifida, paraplegia, hydrocephalus with VP shunt and neurogenic bowel/bladder requiring higher level of supports due to cognitive disabilities• Streamlined, efficient communication needed to provide clear instruction to all members of team to quickly address issues that may arise while living on college campus• Identifying company able to provide supplies out of state while attending college



Basic Patient Information

Do Not Include PHI

Please fill in information you have on this patient

Age	18
Grade in School	12, entering college
Gender Identity	Female
Race/Ethnicity	
Insurance	NHPRI
Family composition (number of siblings, birth order, parents or guardians in the home)	Single parent, mom, and patient
Current living situation	Will be living in a dormitory at college
Brief Medical History Noteworthy health, developmental, attachment, or social factors	<p>18 y o female with physical and cognitive disabilities that has been a pediatric primary care patient for past 14 years</p> <p>Born with spina bifida, hydrocephalus requiring a VP shunt, neurologic bowel/ bladder, club feet and neuromuscular scoliosis</p> <p>Multiple surgical procedures to address neurologic, orthopedic and urologic conditions</p> <p>Lifelong supports and supplies are needed to manage/maintain quality of life</p> <p>Patient is vey determined, assertive and actively seeks to live life to it's fullest – family is very supportive and encouraging of pursuits</p> <p>Plan to attend college out of state, requiring coordination of supplies and equipment, identifying new DME and obtaining authorizations</p>



ADL and IADL status: Does the patient need assistance with the following?

ADL	Yes/No/ Unknown	IADL	Yes/No/ Unknown
Bathing	Yes	Managing finances	Yes
Dressing	Yes	Taking medications	Yes
Grooming and hygiene	Yes	Driving safety	Yes
Using the bathroom	Yes	Meal preparation	Yes
Mobility	Yes	Household chores	Yes
Eating and drinking	Yes		



Other areas of concern:

Do Not Include PHI

	Yes/No/ Unknown		Yes/No/ Unknown		Yes/No/ Unknown
Housing	No	Food insecurity	No	Insomnia	No
Employment	No	Alcohol Use	No	Wandering	No
Bereavement	Unknown	Tobacco Use	No	Transportation	Yes
Social supports	Yes	Other substance use	No	Aggression	No
Trauma or abuse	No	Economic stability	Yes	Caregiver needs	Yes
Other					



What matters most to the patient?

- Independence
- Ability to participate in college life

What matters most to the family?

- Patient has the things she needs to be successful, receiving the needed supplies without added stress to new experience
- If questions, concerns arise, has direct contact information to address in a timely manner

What goals does the patient have?

- Supplies available at all times – never be without
- Equipment in good condition and safe (looks good too!)

What goals does the family have?

- Reminder calls placed to assist with transition/transfer
- Provide information regarding process (fear of not having anyone to help)



Patient/Family Identified successes/challenges:

Patient

Timing of transfer to assure plenty of supply until new delivery received – close communication key to success

Patient Strengths: Ability to self advocate, contact office for updates and provide needed information

Family

Process took time to transfer over completely due to multiple DME's involved and need to confirm whether they would be able to continue to provide for patient's needs - patience is key



Do Not Include PHI

Practice Identified successes/challenges:

Patient

- Readiness to assume responsibility
- Time management – coordinating time for calls to companies when needed during business and class hours

Patient Strengths: Independent

Family

- Willingness to allow patient to assume new responsibilities
- People willing to assist with identified needs to assure success

Family Strengths: very supportive and confident in child's abilities



Summary & Questions



Announcements & Reminders



Next Session Date:	November 29, 2023, 7:30-8:30AM
Topic:	Autism
Presenter:	Susan Jewel, The Autism Project

Evaluation & CME

- Please provide us your feedback!
- Evaluation/Credit Request Form :
<https://www.surveymonkey.com/r/CCECHOCME2023>



Please request CME credits or a certificate of participation when filling out the evaluation at the end of the meeting.

Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending.