

Equipment Review Policy

Date Implemented: 1/10/13

Date(s) Updated: 12/3/13, 5/22/14

Regulation(s) supporting the need for this policy:

10 CCR 2505-10 8.609.6 C2 & C3

POLICY:

Innovations will ensure that all individuals in our services have all medically necessary assistive technology, and that such technology is kept in good repair through periodic review and professional maintenance when necessary.

PROCEDURE:

1) Definition of assistive technology

- a. Assistive technology includes any piece of durable medical equipment needed to support a medical issue, support safety and/or provide greater independence for the individual.
 - i. Examples include: wheelchairs, braces, splints, orthotics, plate guards, adapted spoons, communication devices, positioning equipment, walkers, shower chairs, grab bars, etc.

2) Acquiring wheelchairs and other assistive technology

- a. When the need for wheelchairs or other assistive technology is identified for a consumer, either by the consumer or by another member of the consumer's team, Innovations will assist the consumer in procuring the item. This process consists of the following tasks:
 - i. Staff or providers will ask the consumer's physician to write an order for the assistive technology.
 - ii. Innovations will assist in the process of getting the Prior Approval Request (PAR) completed so the item can be paid for through Medicaid
 - iii. If the item cannot be paid through Medicaid, Innovations will attempt to get the item paid for through any secondary insurance.
 - iv. Consumers are not allowed to use Personal Needs Money to purchase assistive technology except under the following condition:
 1. The consumer already has the necessary equipment, but wants to replace it with a similar item in a preferred color or style.

3) Review of assistive technology

- a. **Staff/provider review**
 - i. Regular cleaning
 1. Innovations staff/providers will assist the consumer to keep the assistive technology clean.
 2. The assistive technology will be cleaned whenever the item becomes dirty, and at least quarterly.
 - ii. Basic review

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1. This basic review should ensure that the device is in working order, and that the device does not have obvious defects such as tears, loose or broken parts, etc.
 - a. This review shall be documented on the Quality Assurance Tool, completed quarterly.
 2. If staff/providers find any issues during this basic review, an appointment should be made as soon as possible for professional review to address the issue(s).
- iii. Frequency of review
1. Innovations staff and provider will complete the basic review for each piece of assistive technology on at least an annual basis.

b. Professional review

- i. What types of technology needs to be reviewed professionally
 1. Not all assistive technology requires a professional review
 2. Assistive technology only needs a professional review if all of the following conditions are met:
 - a. The assistive technology contains electronic components
 - b. There is a professional in the local area who is qualified to perform the inspection
 - c. The device is used regularly by the consumer (e.g., if a consumer has multiple back-up wheelchairs, those do not need to receive professional review on a regular basis).
- ii. Scope of review
 1. The professional review should include the following:
 - a. A comprehensive safety check
 - b. Review of both the continued applicability and appropriateness of the assistive technology
 - c. For wheelchairs or similar items, the review should include the following tasks:
 - i. Brakes checked
 - ii. Seat clamps and wheels checked
 - iii. Tires replaced if necessary
 - iv. Headrests and armrests tightened
- iii. Frequency
 1. After changes in technology
 2. As prescribed or recommended by professionals
 3. After significant changes in the person. The change would have to be such that the equipment becomes uncomfortable and/or does not meet a new health or functional need of the individual. This would include, but is not limited to:
 - a. Changes in medical condition
 - b. Growth
 - c. Changes in weight
 - d. Changes in functioning

4) Consumer satisfaction

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- a. Consumers should be satisfied with the assistive technology. If a consumer is not satisfied, steps should be taken to address the situation. Examples include:
 - i. Setting up an appointment with the consumer's physician to order a different piece of equipment.
 - ii. Getting a referral to an occupational therapist to address the issue with the current technology, and to determine if there is a technology might work better
 - iii. If a consumer wishes to file a complaint, Innovations' complaint procedure should be followed.
 - iv. Consumers will be offered the opportunity to upgrade a piece of equipment or purchase a more upscale version of a piece of equipment using their own money as long as the following criteria are met:
 1. The consumer must first have or be offered a sufficient piece of equipment
 2. The equipment that the consumer wants must not be covered by insurance