



# Rancho Los Amigos National Rehabilitation Center PHYSICAL THERAPY DEPARTMENT POLICY AND PROCEDURE

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## PROCEDURE FOR PROCURING PRIVATE WHEELCHAIRS FOR PATIENTS

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**PURPOSE:** To provide standardized procedures to be followed by physical therapy staff when ordering wheelchairs for inpatients and outpatients.

**POLICY:** Therapist will communicate with the case manager to determine the funding source for the wheelchair.

Therapist will submit wheelchair orders to a patient-selected wheelchair vendor for patients that have private insurance (**Insurance-Pay process**).

Therapist will submit wheelchair orders to the Rancho-Contracted wheelchair vendor for patients that have no insurance, that only have funding through ORSA, ATP, General Relief programs or that have Limited Scope Medi-Cal insurance (**Rancho-Pay process**).

Therapist will submit wheelchair orders for patients that have pending Medi-Cal applications to the Rancho-Contracted wheelchair vendor. Wheelchair orders for patients whose Medi-Cal applications are denied or where the application is still pending after 6 months will be returned to Rancho and will be purchased through Rancho-pay wheelchair ordering process. (**Medi-Cal Pending process**)

## PROCEDURE:

### I. Ordering New Wheelchairs:

#### Physical Therapist:

1. Performs a patient evaluation to determine the appropriate wheelchair and accessories based on medical necessity.
2. Identifies patient's funding source from the case manager and/or the medical record. For patients with insurance other than Medicare, MediCal or unfunded, consult with Case Manager to identify patient benefits and to determine paperwork submission requirements.
3. Identify patient's choice of Wheelchair Vendor if the patient has a choice. In some instances, the private insurance company will determine the vendor. In all other cases, when the patient is able to designate a choice

of preferred vendor, the therapist will complete the Patient's Choice of Durable Medical Equipment (DME) Vendor form Attachment E and place in the medical record. If Rancho Pay or MediCal pending the Contracted county vendor must be used.

4. Consults with the other discipline to coordinate orders when another discipline is ordering equipment which must interface with the wheelchair (e.g., upper extremity arm supports).
5. Completes the wheelchair order including required paperwork. For requirements by insurance, consult Seating Center page on Rancho Intranet. Paperwork may include:
  - A. For Insurance Pay Orders:
    - a. Wheelchair Prescription (required from Orchid)
    - b. Wheelchair Letter of Medical Necessity (required from Orchid)
    - c. Wheelchair specifications
    - d. Wheelchair Prescription Seven Element Written Order (Medicare)
    - e. Certificate of Medical Necessity (MediCal)
    - f. DME Status Note (in Orchid once order submitted)
  - B. For Rancho Pay Orders:
    - a. Wheelchair Prescription (required from Orchid)
    - b. Medical Equipment and Wheelchair Purchase Authorization form. See PT P&P 410.2 - Completion of Medical Equipment and Wheelchair Purchase Authorization.
    - c. Wheelchair specifications
    - d. DME Status Note (in Orchid once order submitted)
  - C. For Standard Manual Wheelchairs that are available in Central Supply:
    - a. Wheelchair Prescription (required from Orchid)
    - b. Occupational/Physical Therapy Patient Equipment Request form #R0018 (Pool Stock form)
    - c. DME Status Note (in Orchid once order submitted)
6. Obtains required physician signatures.
7. Submits prescription to the treatment area physical therapy supervisor or designate for review.
8. **Area Physical Therapy Supervisor:** Reviews prescription and initials if approved, and returns it to the ordering physical therapist.
  - A. The supervising physical therapist reviews the wheelchair order to ensure that paperwork submitted is appropriate given patient's

funding and that it contains appropriate wheelchair specification sheets.

B. If order is complete, the supervising physical therapist signs as approved and dates the R117 or the LMN. If incomplete it is returned to the submitting therapist for completion.

C. The supervising therapist returns the wheelchair order to the ordering physical therapist

9. **Physical Therapist:** Sends a copy of the signed prescription to HIM for inclusion in the patients' medical record and submits complete packet of paperwork with physician signatures to clerical support staff for the seating center.

## **II. Loaner Wheelchairs:**

1. Refer to Physical Therapy Department Policy and Procedure No. 412, "Manual and Power Wheelchair Request Procedure", for information on how to obtain an "Inpatient Loaner" wheelchair or an "Outpatient Loaner" wheelchair.
2. The "Inpatient Loaner" is supplied by the Rancho-contracted vendor. It is for inpatient use only and may be used by the patient for the duration of the hospital stay. The "Inpatient Loaner" may not be issued to the patient at discharge.
3. The "Outpatient Loaner" is requested from the patient-selected vendor once the physical therapist is ready to order a new wheelchair. It is issued to the patient by the vendor, prior to discharge, and is used by the patient until the new wheelchair is received by the patient.
4. Inpatient Loaners are returned to the vendor's representative in JPI Building, Room B029 by Seating Center technician. Outpatient Loaners are recovered by vendor after delivery of permanent wheelchair to patient.
5. Vendor performs routine maintenance, preventative maintenance, makes necessary repairs and verifies that safety check is updated prior to delivering loaner for use by another patient.
6. Seating Center personnel will receive invoices from vendor for damaged or lost wheelchairs, will investigate claims and if verified, will submit to Supply Chain Operations for payment of the claim.

**III. Rental Wheelchairs:**

1. Refer to Physical Therapy Department Policy and Procedure, "Procedure for Ordering Rental Wheelchairs" for information on how to order a rental wheelchair.

**IV. Submission of Wheelchair Orders:**

1. The Physical Therapist submits the completed wheelchair order to Seating Center clerical staff (after supervisory review and signature).
2. Seating Center Clerical Support records wheelchair order information (date sent to vendor) into wheelchair database then sends order to vendor (as described by ordering physical therapist). For **Rancho-Pay orders**, the prescription is submitted to Rancho-Contracted wheelchair vendor

**V. Wheelchair Order Processing:**

1. **For Rancho-Pay Wheelchair Orders:**
  - a. Rancho-contracted Vendor receives paperwork, initials and indicates date received, and returns one complete copy to Seating Center personnel.
  - b. Vendor reviews and prices out wheelchair order, submits remaining paperwork to Supply Chain Operations, and after receipt of purchase order number, orders the wheelchair. Any questions are directed to the Seating Center Physical Therapist for clarification.
  - c. Supply Chain Operations receives paperwork from Rancho-Contracted Wheelchair vendor for Rancho-Pay wheelchair orders and assigns a purchase order number.
2. **Insurance-Pay Wheelchair Orders:** The patients' insurance-selected vendor receives paperwork, reviews and prices out wheelchair order and once authorized by insurance company, orders wheelchair
3. **Medi-Cal Pending Wheelchair Orders:**
  - a. Rancho-contracted wheelchair vendor receives wheelchair order, checks for Medi-Cal authorization on a monthly basis and processes order in the usual manner once Medi-Cal is authorized.

- b. Vendor notifies Seating Center Manager if Medi-Cal is denied, assigned as Limited Scope, or remains pending after 6 months since initial order date and returns paperwork for Medi-Cal order to Seating Center Manager.
- c. Seating Center Manager receives returned Medi-Cal order and creates Rancho Pay paperwork for same patient and re-submits to vendor according to the Rancho-Pay process.

**VI. Wheelchairs Delivery:**

- 1. The wheelchair vendor assembles wheelchair, seating system and accessories according to the submitted specifications.
- 2. **For Rancho-Pay Wheelchair Orders:**
  - a. The wheelchair is shipped to the Seating Center at Rancho Los Amigos National Rehabilitation Center and includes the vendor's invoice and a copy of all specification sheets.
  - b. Seating Center personnel receives wheelchair and examines wheelchair to ensure that it is equipped as specified on Rancho's copy of the Wheelchair order. If there are technical problems, the wheelchair is returned to the vendor with a request to make changes using a Return of Goods form.
  - c. Seating Center personnel forward the Return of Goods form to Supply Chain Operations for notification of suspension of payment, and also attach a copy of form to Rancho and attach a copy of Return of Goods form to Rancho's copy of the Wheelchair Order. Return of wheelchair information is also recorded into wheelchair database.
  - d. The vendor corrects the identified problem on any returned wheelchair and delivers it back to the Seating Center.
  - e. When the new wheelchair is verified as complete as ordered, Seating Center personnel sign the vendor invoice and prepare wheelchair for delivery by vendor to the patient's home.
  - f. The vendor picks up the wheelchair and delivers to the patient's home. At that time the vendor also recovers the Outpatient Loaner wheelchair from the patient. If a wheelchair is undeliverable because the patient cannot be located, it is returned to the Seating Center

3. **For Insurance-Pay Wheelchair Orders:** The wheelchair is delivered to the patient's home by the vendor.

Attachment A: Medical Equipment and Wheelchair Purchase Authorization form  
Attachment B: Patient's Choice of Durable Medical Equipment (DME) Vendor form

  
Director, Physical Therapy Department

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