



Rancho Los Amigos National Rehabilitation Center

ADMINISTRATIVE POLICY AND PROCEDURE

**SUBJECT: PROCEDURE FOR PURCHASING
WHEELCHAIRS FOR INPATIENTS**

Policy No.: B609
Supersedes: March 19, 2018
Revision Date: August 12, 2022
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PURPOSE:

To delineate the responsibilities of the Physical Therapy and Supply Chain Operations regarding the purchasing of wheelchairs for inpatients through the Rancho-Contracted Wheelchair vendor.

POLICY:

Rancho will purchase wheelchairs only for patients who have no insurance or who only have funding through ORSA, ATP, General Relief programs, or Limited Scope Medi-Cal insurance (Rancho-Pay process). Therapist will submit request for wheelchairs through Central Supply (GHX).

For patients who have private insurance (Insurance-Pay process), therapist will submit wheelchair orders to a patient-selected wheelchair vendor or to case management (who will submit to vendor) in instances where the insurance requires case management coordination.

For patients who have pending Medi-Cal applications, therapist will submit wheelchair orders to the Rancho-Contracted wheelchair vendor. Order will be processed through Medi-Cal once approved. For patients whose Medi-Cal applications are denied or where the application is still pending after 6 months, wheelchair orders will be returned to Rancho and will be purchased through the "Rancho-pay" process.

PROCEDURE:

I. WHEELCHAIR ORDER SUBMISSION:

1. The physical therapist performs a patient evaluation to determine the appropriate wheelchair and accessories based on medical necessity.
2. The patient's funding status is provided by Case Management.
3. Documentation, equipment order and supporting paperwork appropriate to the funding mechanism, including provider signatures, are compiled by the physical therapist into a packet. If wheelchair order packet is sent to provider for signature, delivery and return information is tracked in the Rancho Wheelchair database.
4. A copy of the wheelchair order packet is submitted to HIM to be scanned into the patients' medical record.

EFFECTIVE DATE: August 12, 2022

COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

APPROVED BY:

5. For Rancho-Pay orders, wheelchair packet is submitted to the Seating Center and entered into GHX for processing by Rancho contracted vendor. No patient identifiable information is placed on the GHX order. Order information including the GHX number is tracked in the Rancho Wheelchair Database.
6. For Insurance-Pay orders, wheelchair order packet is submitted directly to the wheelchair vendor or when required by insurance to the case manager who will coordinate submission to the insurance-contracted vendor. Submission information is entered in the Rancho Wheelchair Database.

II. ORDER PROCESSING

1. For Rancho-Pay wheelchair orders, Supply Chain processes GHX order, coordinates purchase and assigns purchase order directly with Rancho-Contracted Wheelchair Vendor. Any questions regarding the content of the order are directed to the Seating Center Physical Therapist for clarification.
2. For Insurance-Pay wheelchair orders, the vendor will obtain authorization for the wheelchair purchase with the patient's insurance provider. Any questions regarding the content of the order are directed to the Seating Center Physical Therapist for clarification.

III. WHEELCHAIR DELIVERY

1. The wheelchair vendor assembles wheelchair, seating system and accessories according to the submitted specifications.
2. For Rancho-Pay wheelchair orders, the vendor schedules an appointment for delivery of the wheelchair to the patient for fitting with the Seating Center physical therapist.
 - a. The Seating Center staff member ensures that the wheelchair is equipped as specified on Rancho's copy of the Wheelchair order.
 - b. If there are technical problems, delivery is not accepted and the wheelchair is returned to the vendor.
 - c. When the new wheelchair is verified as completed as ordered, and adjusted to fit the patient, the Seating Center staff member signs the vendor invoice and wheelchair is prepared for delivery by vendor to the patient's home. If a wheelchair is undeliverable because the patient cannot be located, it is returned to Rancho JPI, Room B029.
3. For Insurance-Pay wheelchair orders, the vendor may schedule an appointment for delivery of the wheelchair to the patient for fitting with the Seating Center physical therapist (preferred) or they may deliver the wheelchair directly to the patient at their home. The patient will confirm that the wheelchair is received as ordered by signing vendor invoice and accepting delivery.

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