



## The Correct Approach to Auditing the Power Mobility Benefit

The SCOOTER Store, the nation's largest provider of power mobility devices, believes it is time for CMS, other federal agencies, and their contractors to reform their auditing practices. We agree that these agencies must conduct audits in order to protect the Medicare Trust Fund. Our concerns are with the way in which the agencies are conducting audits in the power mobility industry. We believe that the government agencies should focus their audits on appropriate entities that correspond to the service that they provide. When conducting audits in the power mobility industry, the agency should involve three different entities including the treating physician, the power mobility supplier and the Medicare beneficiary.

### **Treating Physician**

In our industry, the treating physician has the responsibility of conducting a face-to-face examination of the beneficiary, certifying that the beneficiary meets the medical necessity requirements, then providing a written order to the supplier. Therefore, when the agency is conducting an audit focusing on medical necessity of the beneficiary, it should be conducted on the treating physician. This would ensure that the treating physicians are making appropriate medical judgments and prescriptions for this equipment, and that the medical conditions of their patients are adequately documented in their medical records.

### **Power Mobility Supplier**

The power mobility supplier has the responsibility to work with the beneficiary and the treating physician to determine the appropriate piece of equipment that was ordered by the physician. The supplier then contacts the beneficiary to provide the service. The supplier will deliver the equipment, train the beneficiary on the proper use of the equipment, make the necessary adjustments, and program the unit to meet the beneficiary's needs. The supplier will confirm that the beneficiary can safely operate the equipment and that the equipment will work in their normal home environment. Therefore, when conducting audits of suppliers, the agency should focus on the following items:

- Did the supplier receive a written order from the beneficiary's treating physician?
- Did the supplier deliver the equipment that was ordered?
- Did the supplier train the beneficiary on the proper use of the equipment?
- Will the equipment work in the beneficiary's normal home environment and allow them to accomplish their mobility related activities of daily living (MRADLs).

### **Beneficiary**

In addition, during the audit, the agency should contact the beneficiary. The agency could ask the beneficiary to confirm that they have seen their treating physician, that they did receive a power mobility device and that they would use it to accomplish their MRADLs in their home environment. This will ensure that the beneficiary is benefiting from the power mobility equipment that they were provided.

This process for conducting audits is a marked improvement over the current process. It is focused on auditing the appropriate entity for the service that they are trained to provide. This process will also give the agency the opportunity to discover which area of the process they need to focus on. CMS can then provide educational programs so that the industry can continue to provide the highest quality of service to Medicare beneficiaries. Working with CMS and physicians, the power mobility suppliers are committed to help Medicare beneficiaries regain their freedom and independence.