CPR+

COMPLETE PATIENT RECORDS

Definitive Homecare Solutions

Recurring Rentals User Guide

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For a complete list of **CPR+** documentation, please refer to the software's F1 Help.

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PRINTING NOTE FOR TWO-SIDED DOCUMENTS:

This document is designed for two-sided printing. If you are printing the PDF version of this document on a printer that only supports one-sided printing, some blank pages will appear in the final print job. This is normal for two-sided documents and no information is missing with your printed version. For additional printed manuals, please contact D.H.S.

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How to Use this Document

This document is designed to provide you with information that is easy to understand and quickly accessible. However, there are several items to keep in mind when reading and using this document.

Items to Look For:	Description
Button Names and Keyboard Shortcuts / Commands	All buttons mentioned in this document have an associated keyboard shortcut. These shortcuts appear in parenthesis next to the button name and appear in bold (identical to the onscreen counterpart). For example: Click the **Select (Enter)** button. You can either click the button with the mouse or press the key mentioned in parenthesis.
Keyboard Commands	There may be instances when you need to press a key that does not have an associated button. These keys appear between brackets (**<>**) and are bold. For example: Press the **<F10>** key.

Items to Look For:	Description
Field Names	If the sentence mentions entering information in a field, the field name is italicized and in a contrasting font. For example: Enter the last name of the Patient in the *Last Name* field. The only time this is not true is if the field is followed by a definition. Then the field name is bolded and proceeded by a bullet.
Typing Data in a Field	If the sentence mentions entering specific data in a field, the data appears in a different font compared to a field name. For example: Type `Yes` in the *Question* field.
Specific Screen Action	If an action occurs after doing something within the application, it is described in italics within parenthesis. For example: Click the **Next** button. (*The Ready to Install screen appears.*)
Popup Windows	Many fields within **CPR+** have an associated drop-down arrow icon. This icon displays a popup window of related data that can be selected and entered into the identified field. When this option is available, you will see the following text: "Use the associated popup window to…" When you see this text, you can access this popup window in two ways: • Click the **drop-down arrow** icon or • Press the **<F10>** key while the cursor is in that field. It is important to use these popup windows for consistent data entry throughout the program.
Series of Steps / Actions	There are times when a series of steps or actions (usually two or more) are needed to accomplish a task or open a window. These steps are identified by bolded text and the use of the "greater than" symbol (>). For example: Go to **File > Info** to view the **CPR+** Technical and Setup Information screen.

In addition to the above information, there are several note related icons used in this document.

Icon	Explanation
	This icon represents a relevant note regarding the information being discussed.
	This icon represents an important note that relates to required knowledge for a particular task.
	This icon represents information that can save you time during a particular task.
	This icon represents a warning regarding information that must be understood before continuing.

Chapter 1 *Recurring Rentals Manager*

This course is designed to provide a comprehensive look at the Recurring Rentals process as it is related to:

- automatically setting up items based on Special Price Matrix / Shared Contract information and associated order information
- billing an appropriate number of claims based on Insurance parameters
- capping and setting maintenance claims based on Medicare parameters
- automatically holding claims based on Authorization, Supporting Documentation, or payment of an initial claim
- automatically stopping claims based on 835 denial information
- creating multiple months of rental revenue simultaneously
- generating holding revenue report based on items in the Recurring Rentals Manager
- the affects of equipment pick-up and exchanges.

Finally, this course will cover the new claims creation process that is similar to the Batch Claims creation process; no more backing out of the report to fix items! This course is a must attend for any company managing rental billing through the Recurring Rentals Manager.

At the end of this course, the user will be able to:

- Set Program Options, Item Information, Insurance Company and pricing options to correctly generate Recurring Rental billing.
- Understand regulatory issues related to Medicare billing for Recurring Rental items.
- Set up an item for recurring billing
- Set sorting and filter options in the Recurring Rentals Manager
- Understand claims creation, rental holds, and revenue reporting processes as related to items in the Recurring Rentals Manager.
- Understand how serialized items move through CPR+ and how these actions: equipment sales, pickups and exchanges; affect Recurring Rentals Manager's records.

Setup Options

In this section all of the **CPR+** setup options are discussed. These options are instrumental in assuring proper creation of Recurring Rental records. As with all **CPR+** functions, efficiency begins with proper setup.

Program Options

Delivery Tickets / Inventory

Auto-Generate Recurring Rentals - This option controls whether or not **CPR+** automatically creates a Recurring Rental record when a serial number is assigned to a piece of equipment on a Delivery Ticket. The auto-generation is based on the Special Price Matrix setup for the item. If this Program Option is disabled (answered "N"), then the user will need to create all Recurring Rental records manually.

Prompt for Rental Item Serial Numbers at Confirmation - This Program Option determines *when* each piece of equipment has a serial number assigned to it. This is a global option so the determination must be made if your organization wishes to assign a serial number when equipment is added to the Delivery Ticket, or when that ticket is confirmed.

Billing / Financial

Decrease Capped Rental Expected Amounts Beginning Fourth Month - This option allows **CPR+** to automatically take the 25% reduction in the Medicare allowable in the fourth month. This option is applicable only to those items that fall into the Capped Rental Payment Category.

Insurance Company

Setup Options

Use Daily Price on Delivery Ticket - **CPR+** stores a Daily Rental List and a Monthly Rental List at the Inventory level for each equipment item. If you have a payor, like a hospice, for example, that is billed by the day for all equipment, then the correct response to this question is 'Y'. **CPR+** will pull the Monthly Rental List onto the Delivery Ticket by default. It is, therefore, not necessary to answer this question 'N' for any payor that is billed a monthly rate. It is important to note that if a *Special* and / or *Expected* price is entered in the Special Price Matrix / Shared Contract, **CPR+** will use the SPM information on the Delivery Ticket and not the pricing loaded in Inventory.

Use Medicare Modifiers on Recurring Rentals - If this payor requires the use of the Medicare Modifiers (RR KH in month 1, RR KI in months 2 and 3, RR KJ in subsequent months), answer 'Y' to this option and **CPR+** will forward the modifiers accordingly. Note that the changes in Medicare guidelines that cap rentals at thirteen (13) months do not apply to commercial payors.

Span Dates on Recurring Rental Claims - By default, recurring rental claims use the From Date as the From Date and the To Date on claims. If this payor requires recurring rental claims to contain a range for the From Date and a To Date, then select this option.

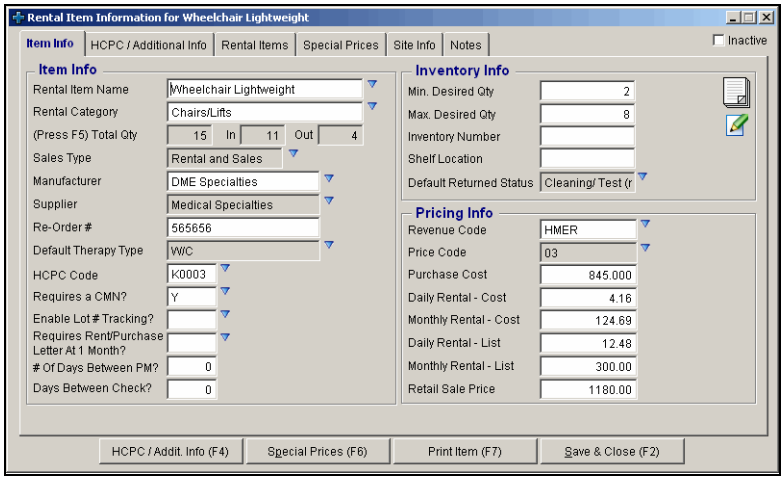
Hold Subsequent Rental Claims Until Initial Claim Is Paid - This option is available only to those users with Line Item Financials enabled. This option tracks payment of any initial claim that is generated from the Recurring Rentals Manager for this payor. When the initial claim is created, CPR+ will change the status of the item to "Init" and will not create additional claims for this item until a payment is posted to the first generated claim. When the payment is posted, CPR+ will change the status of the item back to "Active" and release all subsequent claims into the next batch of claims created from the Recurring Rentals Manager.

Bill Recurring Rental Claims in Arrears - This option instructs CPR+ to create rental claims at the end of the billing period for this payor.

Reviewing the Inventory Item Setup

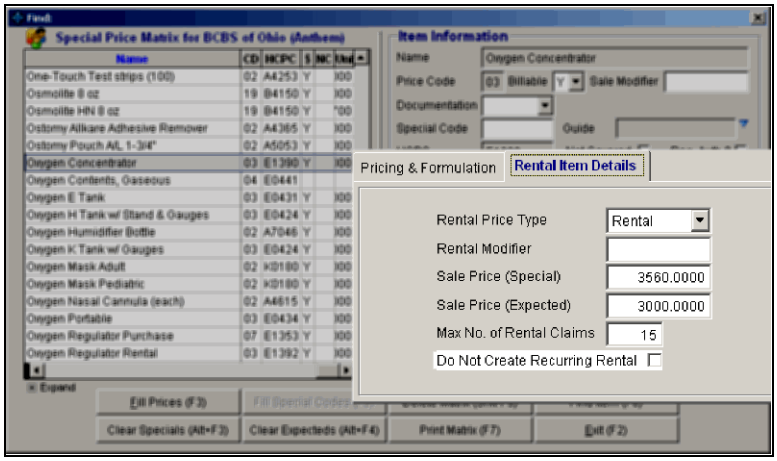
Pricing for rental items is done in the Inventory File (Main Menu Option 6, then option 2). Each "Rental Item" has a field for *Daily Rental – List* and *Monthly Rental – List*. Use these fields to determine the price that will print on the Delivery Ticket.

Figure 1-1)
Rental Item Info (Item Info Tab)



A note about Special Pricing: **CPR+** will use the pricing that is in the Inventory Item Information Screen in all cases except if there is a *Special* price set for the item in the Special Price Matrix / Shared Contract assigned to the payor that is assigned to the Delivery Ticket.

Figure 1-2)
Special Price Matrix



The Special Price Matrix allows each equipment item to have pricing specific to the sale of the item, the rental of the item, or prompt the user when adding to the Delivery Ticket.The Special Price Matrix setup also determines if this item will create a recurring rental record when the Auto-Generate Recurring Rentals option is enabled.

Confirming an Equipment Delivery Ticket

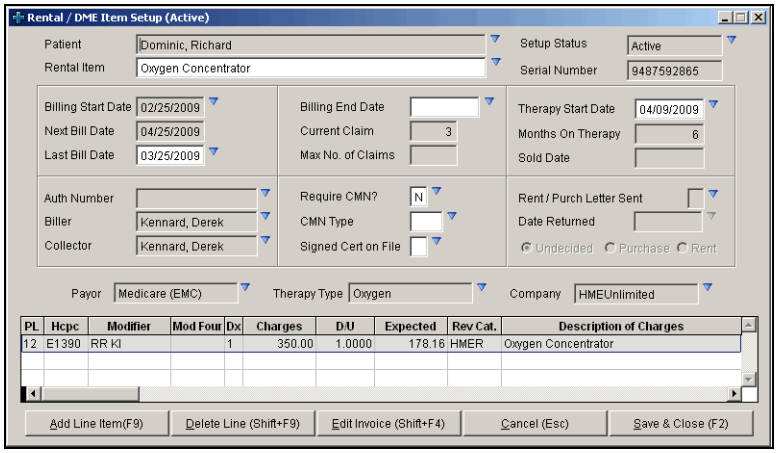
An important note about assigning serial numbers during ticket confirmation:

CPR+ takes specific actions when item serial numbers are selected at confirmation AND the item is made a Recurring Rental. In this specific case, **CPR+** will split the rental items onto separate tickets and assign them to invoice number "999999" at the patient level. This action is done to facilitate the billing process. This will preclude the billers from duplicating the first month's claim (one from Ready-to-Bill and one from Recurring Rentals). The original ticket goes to the Ready-to-Bill Delivery Tickets list with the supply items only. This ticket may be associated with the Recurring Rental item to assign a Cost of Goods for the non-billable supplies.

Reviewing the Rental Item Setup

The selected Serialized items that were sent to Recurring Rentals can be found from **Main Menu** > **Billing / Financial Menu (5)** > **Recurring Rentals Manager (5)**. Locate the item in the list to be set up and double click on it to select it.

Figure 1-3) Rental / DME Item Setup



The Rental Item Setup window is populated from the information on the Delivery Ticket / Order for the item. The description of the item (*Rental Item*), *Serial Number* are populated from the information that was on the Delivery Ticket. The *Setup Status* is set to "Active" unless there are circumstances that would hold the item for an authorization or supporting documentation. In these cases the *Setup Status* would reflect "Auth" or "CMN" respectively.

The *Billing Start Date* is populated as the *From* field on the Delivery Ticket. The *Next Bill Date* and *Last Bill Date* fields are not populated until the first claim is created from the Recurring Rental Manager. If this information is not correct because the billing is being continued from another provider, or due to a break in service, use the popup next to the *Billing Start Date* to correct these dates. The *Last Bill Date* field displays the last Date of Service that a claim was created for this rental item, not the date of the last claim creation. If this item is a continued service from another provider, the

user may wish to indicate the last date of service in this field. **CPR+** will populate this field during the claims creation process.

CPR+ populates the *Current Claim* as 1 for all new items added to the Recurring Rentals Manager. The *Max No. of Claims* is based on the item's setup in the Special Price Matrix for the payor assigned.

The *Billing End Date* differs from the *Sold Date* in that its use is specific to a short rental period where a recertification is required.

A good use of this field is for CPAP rental to Medicare patients. The CPAP requires a letter of use from the patient not before day 61. In this case, the user would populate a Billing End Date on day 60. **CPR+** will bill up to day 60 and then change the item's status to "Stopped." This will alert the biller that additional action(s) need to be taken prior to producing the next monthly rental claim.

The *Therapy Start Date* field is used to indicate the date that the patient began using this service. This field is generally reserved for use with patients receiving oxygen therapy payable by Medicare. The *Months on Therapy* field is calculated from the *Therapy Start Date* field and is referenced in the "Months On Rent" report that is run from the Recurring Rentals Manager. This report allows users to view those patients that are approaching the 60 month replacement period. Note: If the *Therapy Start Date* is not populated, the item will not appear on this report.

The *Sold Date* field indicates the final day of the rental period for the item. As an example; a payor will "rent-to-purchase" for a period of 10 months. The *Sold Date* in this case would be populated as of the last day of the 10th month. This action will stop **CPR+** from creating an invoice for month 11. Remember that the rental periods are defined in the Special Price Matrix for the payor that is assigned to this rental record. **CPR+** will also place the item out of service in the inventory, change its inventory status from "Patient" to "Sold" and remove the item from the list of renting items.

An Authorization Number may be selected for the item by using the popup next to the *Auth Number* field. This function will display a list of available authorization numbers for the payor assigned to this rental item. **CPR+** will assign the authorization that is linked to the Order for the item on the Delivery Ticket from which this record was created.

If the assigned authorization expires during the rental period, or has expired, **CPR+** will reassign the *Setup Status* to "Auth" and prohibit the user from creating recurring rental claims for the items on this record.

If this item is being billed to a Medicare payor and it requires supporting documentation to be sent with the claim, the CMN information is also populated with the CMN that is linked to the Order for the item on the Delivery Ticket from which this record was created. It is also important to note that only Medicare

supporting documents are approved for transmission. It is therefore not possible to assign an SMN to a recurring rental. The *Setup Status* for this record is also controlled by the presence of complete supporting documentation.

The *Rent / Purch Letter Sent* and *Date Returned* fields are used in conjunction with grandfathered capped rental items (those records with start dates prior to 01/01/2006) and with rental records for PEN pumps (HCPCS B9000, B9002, B9004, B9006).

Line Item Information

Each rental record contains at least one line item. This line item is created from the items that was selected on the Delivery Ticket.

The *HCPC* field is populated with the HCPC from the Inventory item setup or from the *Special Code* loaded in the Special Price Matrix / Shared Contract assigned to the payor (assigned to this rental item). The modifiers 1, 2, 3 will default for all Medicare items according to month number, Capped Rental Payment Category, HCPC (PEN Pumps). If an item requires an additional modifier, like "KX" this is entered into the *Mod 4* box. The *Mod 4* will append itself to the end of the modifier list. For example: and item requires an "RR" modifier and a "KX" modifier. The "RR" modifier will appear in the *Mod 1,2,3* field on the setup screen and the "KX" will appear in the *Mod 4* box on the setup screen. When claims are created, the modifiers will appear as "RR KX" on the claim.

Pricing appears according to the Special Price Matrix / Shared Contract assigned to the payor (assigned to the rental item). The exception here is Medicare pricing. The *(Monthly) Bill Price* for Medicare always uses the *Monthly Rental – List* set up in the Inventory item information. The *Expected / Allowed Amount* for items assigned to a Medicare payor always pulls from the Medicare Fee Schedule based on the patient's state of residence.

Additional lines may be added to this record by using the "Add Line Item (F9)" function. These lines may be edited just as lines in the claims creation process may be.

Editing the Invoice Information

Use the **Edit Invoice (Shift+F4)** function to verify, as necessary, the general invoice information for this rental item. The default information loaded onto the invoice is populated from the Order information that is linked to the item on the Delivery Ticket from which this Recurring Rental Record was created. The electronic claim information needs to be completed to ensure transfer of COB information for secondary claims.

Processing Rental Items

Grandfathered Items

Any piece of equipment that has a rental period beginning prior to January 01, 2006 is considered grandfathered insofar as current DRA regulations are concerned. These items will continue to produce Rent / Purchase Option Letters and Maintenance / Service Claims.

PEN Pumps (codes B9000, B9002, B9004, B9006) are treated as capped rental items even though they do not fall into that Payment Category.

Rent / Purchase Option Letters.

The supplier must give the beneficiary the rent / purchase option in the second (2nd) month of service.

- **Month 2** - If the beneficiary accepts the purchase option in month two (2), the supplier discontinues monthly rental for the item and creates a purchase claim.
- **Month 10** - If the beneficiary elected continued rental or did not respond to the request in month two (2), the supplier must provide the Rent / Purchase Option Letter in month ten (10) and follow the modifier guidelines as if the item were in the Capped Rental Payment Category.

Maintenance / Service Claims

The exception to the Capped Rental Payment Policy for PEN pumps is the consideration of claims for maintenance / service. These items are subject to a three (3) month break prior to allowing the supplier to bill for maintenance. **NOTE:** The supplier MUST have proof that a maintenance or service call was made on the item in order to bill for this service.

Capped rental items

Any piece of equipment that has a rental period beginning on or after January 01, 2006 is considered subject to current DRA regulations. These items will not produce Rent / Purchase Option Letters and Maintenance / Service Claims.

- 13 month cap.
- Assignment of Sold Date.

Oxygen

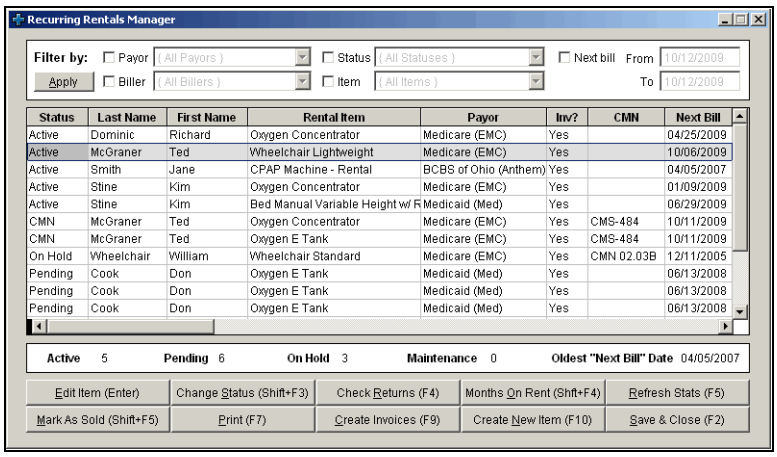
The DRA has made very specific provisions regarding the on-going rental of oxygen equipment. Oxygen equipment is now subject to a thirty-six (36) month cap in payment. The DRA gives specific instructions on the handling of these items. The regulations state that for items rented prior to January 01, 2006, the capped-period

begins with the first monthly rental claim submitted in January of 2006. Items rented on or after January 01, 2006 will count thirty-six months from the original dispense date and then change to a "Maint." status to bill every 6-months thereafter.

Managing Recurring Rentals

The Recurring Rentals Manager allows the user to filter items in the list and then create invoices for the filtered selection.

Figure 1-4)
Recurring Rentals / DME File Screen



Recurring Rentals Invoice Processing

To begin the claims creation process, filter the Recurring Rentals Manager for the appropriate list of items to be billed, use the **Create Invoices (F9)** button. The user will want to make certain that the stats along the bottom of the screen are up to date. This is important to make certain that there are no items that have not yet been billed for a previous period.

Claims are created for ALL billable items in the filtered list.

Once the **Create Invoices (F9)** function has been called, the user is prompted for a date through which to create invoices. Remember that the "Oldest Next Bill Date" stat is located on the Recurring Rentals Screen. This date will reflect the oldest claim that will be included in the invoice creation process.

CPR+ does a number of checks on the items:

1) Verification is made that the "invoice" information has been completed

2) Authorization record dates are verified to make certain that no authorizations have expired or will expire for the billing period.

3) The Check Returns process is done at this time.

Check Returns

The Check Returns report lists all items that have a billable status that have been returned to inventory. This report allows the biller to exchange serial numbers for items and / or remove returned items from the list of billable items.

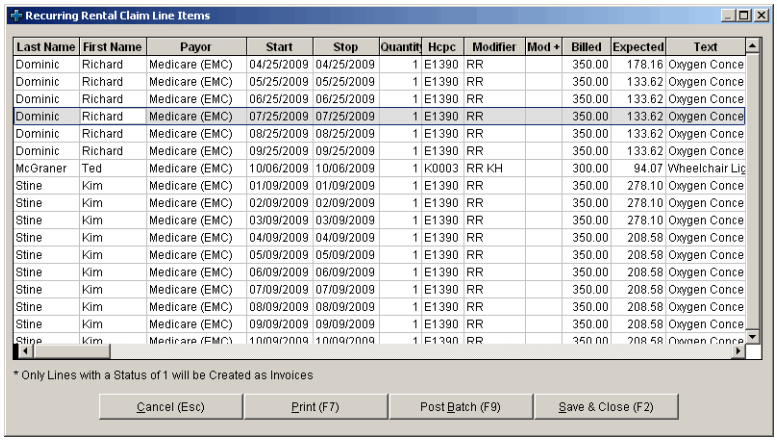
1) **CPR+** verifies that the *Sold Date* has not passed

2) Verifies that no grandfathered or PEN pump items exist that need Rent / Purchase Option letters printed

3) Verifies that no grandfathered or PEN pump items exist that need a status change to "Maint."

Once all of these checks are completed, **CPR+** produces a window containing all line items that are to bill.

Figure 1-5) Rental Items to Bill



Last Name	First Name	Payor	Start	Stop	Quantit	Hcpc	Modifier	Mod +	Billed	Expected	Text
Dominic	Richard	Medicare (EMC)	04/25/2009	04/25/2009	1	E1390	RR		350.00	178.16	Oxygen Conce
Dominic	Richard	Medicare (EMC)	05/25/2009	05/25/2009	1	E1390	RR		350.00	133.62	Oxygen Conce
Dominic	Richard	Medicare (EMC)	06/25/2009	06/25/2009	1	E1390	RR		350.00	133.62	Oxygen Conce
Dominic	Richard	Medicare (EMC)	07/25/2009	07/25/2009	1	E1390	RR		350.00	133.62	Oxygen Conce
Dominic	Richard	Medicare (EMC)	08/25/2009	08/25/2009	1	E1390	RR		350.00	133.62	Oxygen Conce
Dominic	Richard	Medicare (EMC)	09/25/2009	09/25/2009	1	E1390	RR		350.00	133.62	Oxygen Conce
McGraner	Ted	Medicare (EMC)	10/06/2009	10/06/2009	1	K0003	RR KH		300.00	94.07	Wheelchair Lic
Stine	Kim	Medicare (EMC)	01/09/2009	01/09/2009	1	E1390	RR		350.00	278.10	Oxygen Conce
Stine	Kim	Medicare (EMC)	02/09/2009	02/09/2009	1	E1390	RR		350.00	278.10	Oxygen Conce
Stine	Kim	Medicare (EMC)	03/09/2009	03/09/2009	1	E1390	RR		350.00	278.10	Oxygen Conce
Stine	Kim	Medicare (EMC)	04/09/2009	04/09/2009	1	E1390	RR		350.00	208.58	Oxygen Conce
Stine	Kim	Medicare (EMC)	05/09/2009	05/09/2009	1	E1390	RR		350.00	208.58	Oxygen Conce
Stine	Kim	Medicare (EMC)	06/09/2009	06/09/2009	1	E1390	RR		350.00	208.58	Oxygen Conce
Stine	Kim	Medicare (EMC)	07/09/2009	07/09/2009	1	E1390	RR		350.00	208.58	Oxygen Conce
Stine	Kim	Medicare (EMC)	08/09/2009	08/09/2009	1	E1390	RR		350.00	208.58	Oxygen Conce
Stine	Kim	Medicare (EMC)	09/09/2009	09/09/2009	1	E1390	RR		350.00	208.58	Oxygen Conce
Stine	Kim	Medicare (EMC)	10/09/2009	10/09/2009	1	E1390	RR		350.00	208.58	Oxygen Conce

The user will need to verify this information very carefully because these are the line items of all claims that are about to be generated. If the information is complete and correct, click the "Post Batch (F9)" button to create the claims.

If the user wishes to process these claims at a later time, then click the "Save & Close (F2)" button. This action will move this claim batch to the Pending Invoice Batches queue.

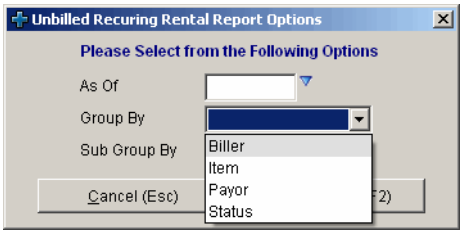
Hard Copy Claims are sent to the Batch Print queue and electronic claims are sent to their appropriate electronic transmission queue.

If grandfathered or PEN pump items were identified that require Rent / Purchase letters, **CPR+** will send them to the printer at this time. The Unreturned Rent / Purchase Option Letters Report allows the user a quick and easy method of tracking those letters that have been sent, but not yet returned, or whose rental months have not passed 13 (then the rental option is assumed).

Unbilled Revenue Reporting for Recurring Rentals

The Recurring Rentals Manager contains all of the necessary information to generate unbilled revenue reports to substantiate holding dollars associated with each rental record. The report for unbilled recurring rental revenue is found under **Reports > Billing Reports > Unbilled Reports > Recurring Rentals**.

Figure 1-6) Unbilled Recurring Rentals Revenue Report



This report is designed to be run *As of* a date and grouped by: *Biller, Item, Payor, Status*; with the ability to sub-group by the same criteria. The report lists all claims that would be created for the period represented by the *As of* date and includes: Status, Service Date, Claim Number, Item Name, HCPCS, Patient Name, Payor, Billed Amount, and Expected Amount.

Creating an Exchange Tickets

CPR+ allows the user to exchange a piece of equipment on a Delivery Ticket. The exchange process allows for an item on the Delivery Ticket to be returned to stock and another item of the same HCPC to be delivered in its stead.

Step	Action
1	Locate the Working Delivery Ticket with the appropriate piece of equipment on it.
2	Highlight the item on the Delivery Ticket Items tab.
3	Click the **Pickup / Exchg (Crtl+F9)** button.
4	Select *Exchange Item.*
5	Click the **Continue (F2)** button.

Step	Action
6	Highlight the item to be exchanged. This may be done without selecting a specific serial number.
7	Click the **Tag Item (Spacebar)** button.
8	Repeat steps 6 and 7 for all items to be exchanged.
9	Click the **Continue (F2)** button when all items are selected.
10	**CPR+** gives the user a list of all serial numbers with a HCPC that matches the item selected for exchange. Select the serial number to be delivered, or use the **<Esc>** key to add the item to the ticket without a serial number.
11	Click the **Print (F7)** button to print the ticket and transfer it to the Confirmation File.
12	Once the exchange has been performed, locate the ticket in the Confirmation File.
13	Click the **Confirm Ticket (Enter)** button.
14	Select the appropriate serial numbers for the items.
15	Click the **Save (F2)** button to compete the process.

The idea of adding Pickup functionality to a Delivery Ticket virtually eliminates the need to work from anything but the Working Delivery Ticket for a patient.

When the item being exchanged is an "Active" Recurring Rental, the exchange process will update the serial number on that item, thus eliminating the Billable Items Returned to Inventory Report in rental processing.

Creating Pickup Tickets

Creating a Pickup Ticket can be reserved for the end of service for a patient. The Pickup Ticket will return the items to Inventory with their *Default Returned Status* assigned. The Pickup Ticket will also prompt the user to add a *Billing End Date* to the Recurring Rental record.

Step	Action
1	From the Patient Menu select the **(J) Delivery Tickets** option (IV), or the **Working Delivery Tickets** option (HME)
2	Click the **New Pickup Ticket** button.
3	Highlight the item to be returned. This may be done without selecting a specific serial number.
4	Click the **Tag Item (Spacebar)** button.

Step	Action
5	If a Recurring Rental exists for the item, the user is prompted to stop the billing for the item. Answer **Yes** to stop the billing.
6	Repeat steps 4 through 6 for all items to be returned.
7	Click the **Continue (F2)** button when all items are selected.
8	Add the *Pickup Date.*
9	Add the *Billing End Date.*
10	Click the **Print (F7)** button to print the ticket.
11	Answer **"Y"** to transfer the ticket to the Confirmation File.
12	Once the pickup has been performed, locate the ticket in the Confirmation File.
13	Click the **Confirm Ticket (Enter)** button.
14	Answer **Yes** to add items back to Inventory.