



Telehealth Updates & Solutions and Revenue Cycle Management Opportunities



DJO, A Colfax Corporation Company

Innovation, Acceleration, Excellence

New HQ in Dallas, TX

Dallas and San Diego Based

Colfax Acquisition

February 2019

Company Overview

7th Largest Orthopedic Company
with \$1.18B revenue in 2017

PEOPLE

5,500 Employees
+ 3,200 Distributor Employees



PRODUCT OVERVIEW



DONJOY®

*Superior Bracing & Supports
more than 40 years of trusted protection*



AIRCAST®

*Lower Extremity Excellence
#1 Market share worldwide*



*Full Surgical Implant line and
Automated Solutions
for ASC incorporation*



MOTIONMD® **HITRUST**
CSF Certified

*Platform that spans the Care Continuum
Optimizes clinical and operational
efficiencies and patient satisfaction*



CMFV

*Combined Magnetic Field Bone
Healing and Fusion
30 minute wear time*








exos

*Delivers superior decompression
and support in a quick and easily
customizable fit*

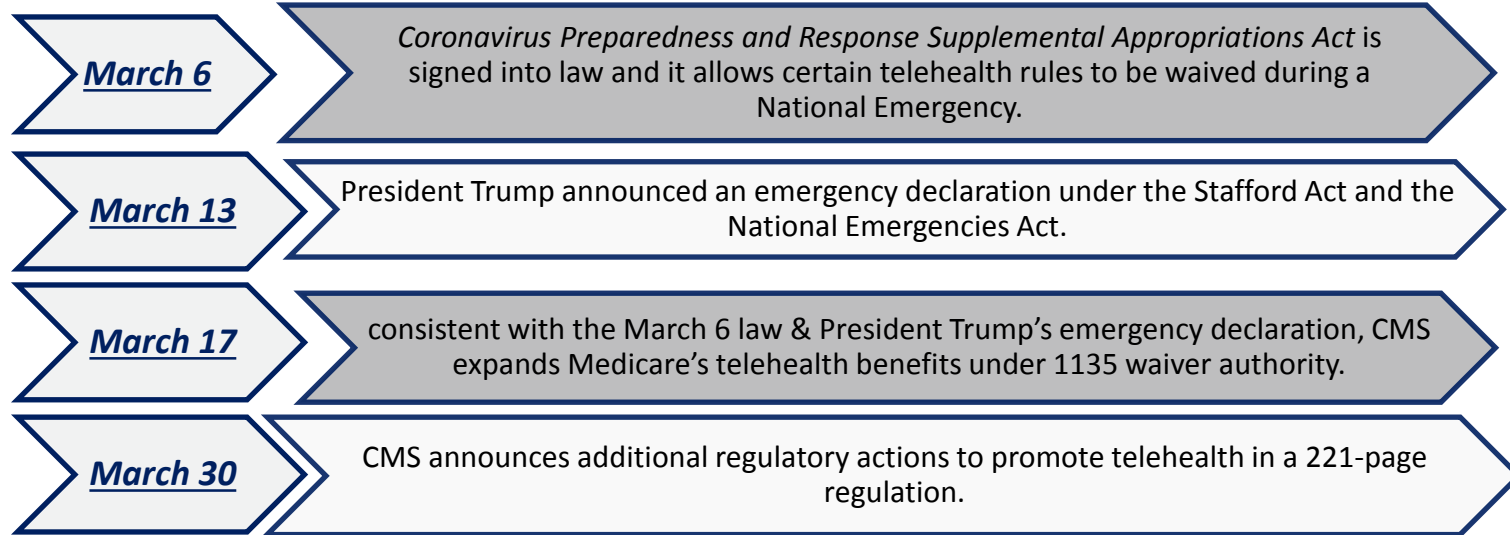
DJOHS Business Solutions Team



Building secure, sustainable and successful DMEPOS programs with our customers

Expert Consulting	Automation	Customized DME Solutions	Field Services	Implementation
 <ul style="list-style-type: none">• CMS expertise• Work flow optimization and design• Financial analytics• Product and physician protocols• Compliance evaluation	 <ul style="list-style-type: none">• End to end solution• Clean form technology• Ensures compliance• Insurance benefits verification• Supply chain management	 <ul style="list-style-type: none">• Complete outsource/ cost avoidance models• Continuum of care focused• Premium products	 <ul style="list-style-type: none">• Comprehensive account management• Manages day-to-day large accounts• Key customer relationships• Business reviews	 <ul style="list-style-type: none">• Detailed project management• Consistent communication• 30-60-90 day plan• Post implementation business reviews• On-site customer training

Timeline



Medicare *Telehealth Services COVID-19* *Emergency*



Medicare Part B requirements for covered Telehealth Services

Category	Pre- COVID-19	During COVID-19
Patient Geography	Rural Area	Can be geographically anywhere
Provider Physical Location	At a qualified healthcare facility	Can be geographically anywhere
Provider	10 different eligible providers “distant practitioner”	No change
Technology	Real time audio & video system that permits real time communication between beneficiary and provider	Expanded use of technology to include, zoom, facetime, Skype, and more.
Services	Limited list of services	Added 80+ new services

Medicare Telehealth DMEPOS Waivers



EXPANSION OF TELEHEALTH WITH 1135 WAIVER

- **Starting March 6, 2020**, Medicare can pay for office, hospital, and other visits furnished via telehealth across the country and including in patient's places of residence,
- **Same Rate**: These visits are considered the same as in-person visits and are paid at the same rate as regular, in-person visits.
- **Face-to-Face visit/encounter**: As of March 6th, and later, CMS has expanded a health care provider's ability to use a telehealth encounter in place of face to face visit for Medicare beneficiaries
- **Signature Requirements**: CMS is waiving signature and proof of delivery requirements for Part B drugs and Durable Medical Equipment when a signature cannot be obtained because of the inability to collect signatures. Suppliers should document in the medical record the appropriate date of delivery and that a signature was not able to be obtained because of COVID-19.
- **Prior Authorization in DMEPOS**: CMS is pausing the national Medicare Prior Authorization program for certain DMEPOS items.
- **Lost, destroyed, irreparably damaged, or otherwise rendered unusable**: DME Medicare Administrative Contractors have the flexibility to waive replacements requirements under Medicare such that the face-to-face requirement, a new physician's order, and new medical necessity documentation are not required
- **Local Coverage Determinations /National Coverage Determinations have not been waived**
- If documentation of the testing & the related results already exist in a patient's medical record, and these records are within the last 6 months, that information can be used to establish medical necessity for a DME item ordered today

Eligible Providers (*“Distant Site Practitioners”*)



- Physicians
- Nurse practitioners
- Physician assistants
- Nurse-midwives
- Clinical nurse specialists
- Certified registered nurse anesthetists
- Clinical psychologists
- Clinical social workers
- Registered dietitians or nutrition professionals

Medicare Telehealth DMEPOS Waivers



Medicare appeals in Fee for Service, Medicare Advantage (MA) and Part D

- CMS is allowing extensions to file an appeal
- CMS is allowing waiver requirements for timeliness for requests for additional information to adjudicate appeals; MA plans may extend the timeframe by up to 14 calendar days
- CMS is allowing the processing of an appeal even with incomplete Appointment of Representation forms. However, any communications will only be sent to the beneficiary;
- CMS is allowing the processing of requests for appeal that don't meet the required elements using information that is available
- CMS is allowing all flexibilities available in the appeal process as if good cause requirements are satisfied.

- Current notice delivery instructions provide flexibilities for delivering notices to beneficiaries in isolation.
 - Hard copies of notices may be dropped off by any hospital worker able to safely enter
- Notices may be delivered via email if beneficiary has email access in isolation room
- **Notices should be annotated with circumstances of delivery**
 - **Who completed delivery**
 - **When and to where was the email sent**
- Notices may be delivered via telephone or secure email to beneficiary representatives offsite
 - Notices should be annotated with circumstances of delivery
 - Person delivering notice via telephone
 - Time of call, or
 - Where and when the email was sent

Pre and Post Payment Review – Audits Suspended



- CMS has suspended *most* Medicare Fee-For-Service (FFS) medical review during the emergency period due to the COVID-19 pandemic.
- Includes
 - Pre-payment medical reviews conducted by Medicare Administrative Contractors (MACs) under the Targeted Probe and Educate program,
 - Post-payment reviews conducted by the MACs
 - Supplemental Medical Review Contractor (SMRC) reviews
 - Recovery Audit Contractor (RAC)
- No additional documentation requests will be issued for the duration of the PHE for the COVID-19 pandemic
- Current post payment MAC, SMRC, and RAC reviews will be suspended and released from review
 - This suspension of medical review activities is for the duration of the PHE
 - CMS may conduct medical reviews during or after the PHE if there is an indication of potential fraud.
- Targeted Probe and Educate (TPE) – all reviews suspended

State Medicaid Waivers



- South Carolina
 - Waiver or modification of pre-approval requirements to permit services approved to be provided on or after March 1, 2020, to continue to be provided without a requirement for a new or renewed prior authorization
- Georgia
 - Extend pre-existing authorizations for which a beneficiary has previously received prior authorization through the end of the public health emergency.
 - Temporarily suspend Medicaid fee-for-service prior authorization requirements. Section 1135(b)(1)(C) allows for a waiver or modification of pre-approval requirements, including prior authorization processes required under the State Plan for particular benefits.
- Florida
 - Waiver for 90 days and up to 180 days
- Missouri
 - Removing pre-auth requirements
- Alabama
 - Only waiving new enrollment and not pre-auths

CMS Resources



CMS Current Emergencies: <https://www.cms.gov/About-CMS/Agency-Information/Emergency/EPRO/Current-Emergencies/Current-Emergencies-page>

Coronavirus Waivers & Flexibilities: <https://www.cms.gov/about-cms/emergency-preparedness-response-operations/current-emergencies/coronavirus-waivers>

Telehealth Toolkit for General Practitioners: <https://www.cms.gov/files/document/general-telemedicine-toolkit.pdf>

CMS FAQ: <https://www.cms.gov/files/document/provider-enrollment-relief-faqs-covid-19.pdf>

Impact on Appeals: <https://www.cms.gov/files/document/covid19-emergency-declaration-health-care-providers-fact-sheet.pdf>

White House COVID Taskforce updates: <https://www.coronavirus.gov/>

DME MAC Resources



Jurisdiction A: <https://med.noridianmedicare.com/web/jddme/topics/emergencies-disasters>

Jurisdiction B: <https://www.cgsmedicare.com/jb/covid-19.html>

Jurisdiction C: <https://www.cgsmedicare.com/jc/covid-19.html>

Jurisdiction D: <https://med.noridianmedicare.com/web/jddme/topics/emergencies-disasters>

CONTACT US DJO® GLOBAL MOTIONMD® CMS DME INFORMATION TELEHEALTH REGIONAL MAC'S



DJO HEALTHCARE SOLUTIONS

Durable Medical Equipment and Orthopedic Industry Blog

DURABLE MEDICAL EQUIPMENT, PROSTHETICS, ORTHOTICS AND SUPPLIES: CMS FLEXIBILITIES TO FIGHT COVID-19

Posted on April 6, 2020

SEARCH DME INFO

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Telehealth Solutions



Keys Points to Program Success



- Delivery of Product to a patient
 - Ship directly to the patient
 - Curbside pick up
- Capturing patient signatures
 - Need to have an approved e-signature platform
 - There needs to be a BAA with the e-signature group for it to be HIPAA compliant
- Patient Education
- Handling Exchanges
- Cash Collection



An Automated Solution to Execute your Business Strategy

+MOTIONMD®

+ Integrator™

+VeriPro™

+OaraScore™

+JointRegistry

+MotionIQ™

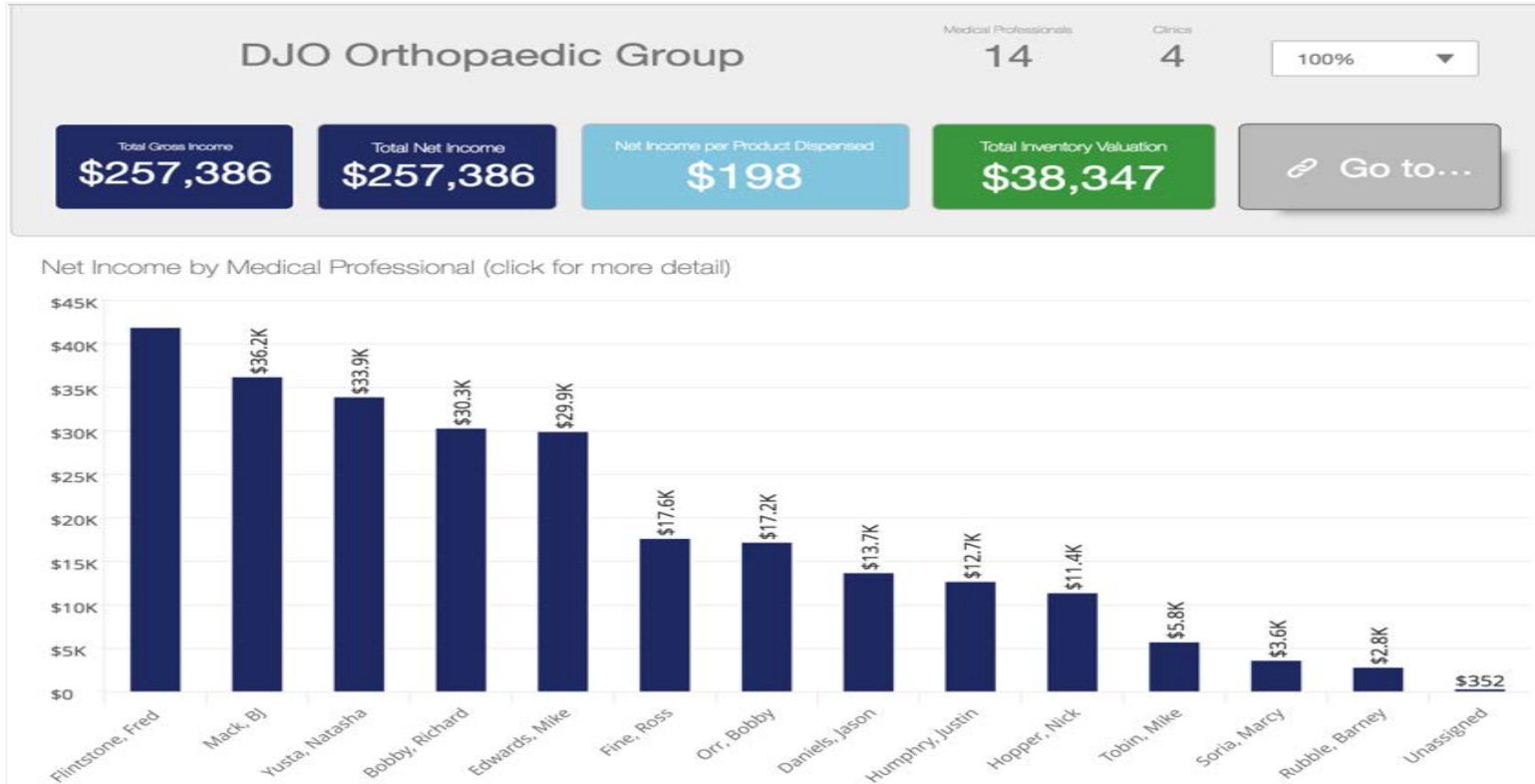
MotionMD[®] Software

Transform Your DME Business

- Web Enabled Software as a Service (SaaS)
- EMR / Practice Management Integration
- Electronic Encounter Form
- Realtime Insurance Verification
- Supply Chain Management
- Patient Communication
- Supports Medicare Compliance
- HITRUST Privacy and Security
- Batch Signatures
- Clean Claim Technology
- Physician Protocols
- Electronic Ordering Capability
- Analytical Reporting and Dashboards



Visibility to Business





Patient Responsibility Calculator

+MOTIONMD®

+ Integrator™

+ VeriPro™

+ OaraScore™

+ JointRegistry

+ MotionIQ™

“Don’t Chase your Money, Collect it”

A real-time, accurate way to answer your patients when they ask,

“How much will this cost?”

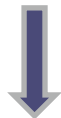
Improve

+

Reduce



Price Transparency
Patient Collections
Patient Experience



Uncertainty
Rebills/Refunds
Surprise Bill Complaints



VeriPro Value & Key Facts



VeriPro Calculator	
Number of Providers	10
Monthly Cash Collections Opportunity <small>(33% of gross billing)</small>	\$16,500
VeriPro ROI	
Per doc monthly revenue gain	\$1,650.00

Amount of Gross Billings by QTR going to Patient Responsibility:

- Q1 – 41%
- Q2 – 35%
- Q3 – 32%
- Q4 – 30%

- **\$78** avg collection per VeriPro transaction

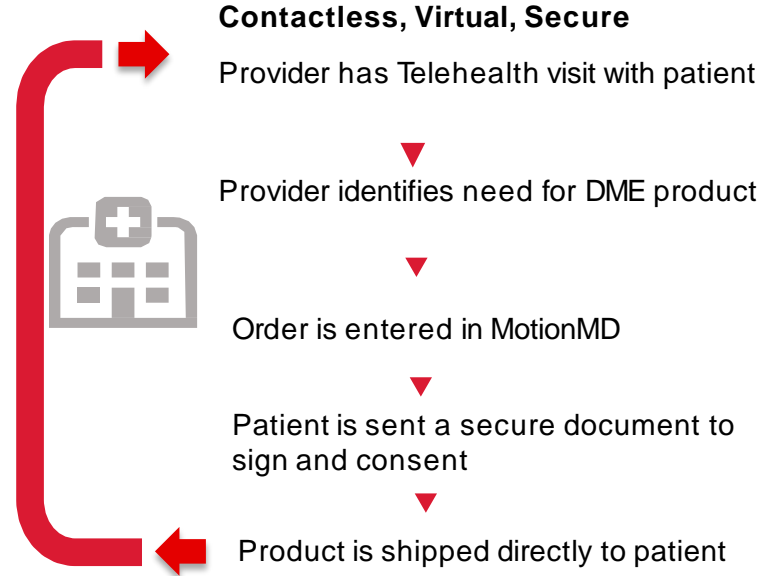
- Clinics collect \$0.96 on the front end versus \$0.33 on the back end

DMEPOS Billed by DJO



Telehealth Program Details

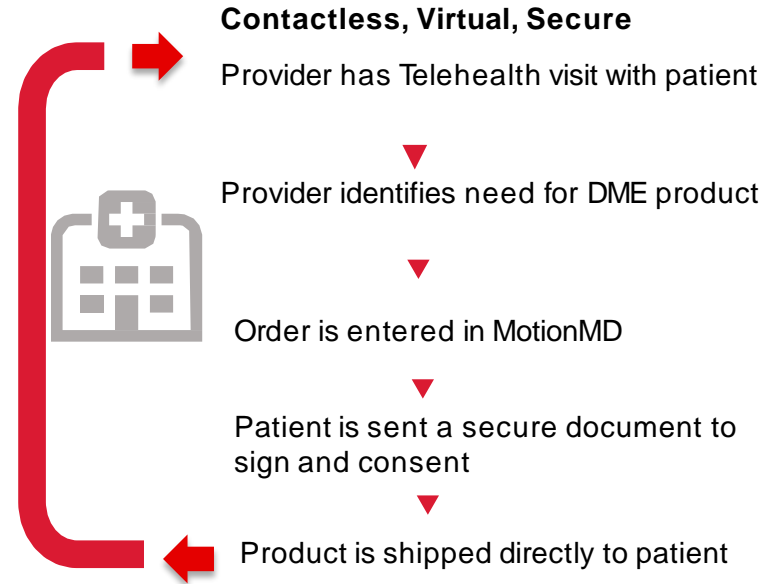
- Powered by MotionMD
- Products Shipped directly to Patients
- Secure, Electronic, patient signatures
- Virtual Patient Support
- Eligible DME products are billed by DJO
- Product coverage criteria applicable
- Educational product fitting videos available



DMEPOS Billed by Clinic

Telehealth Program Details

- Provider creates order for Telehealth patient.
- Patient Agreement is completed in MotionMD
- Utilize e-signature provider to send document to patient
- Place order via DJO Drive
- Post Charges in EMR System
 - Date of Service will be the date of receipt of Patient Agreement by patient.
 - Patient Agreement is sent back to DME Coordinators and uploaded into MotionMD.
 - An alternative is to use shipment tracking as Proof of Delivery.
- Receipt is automatically sent via email to patient with video fitting link if appropriate.



Patient Education and Resources



- Every patient gets a link in the email sent to them via MotionMD
- Robust Library of online fitting guides
- Dedicated YouTube channel
- Customer care and product support available via telephone and video
- Local Reps are available for telefitting support

DJO

Patient Application Videos
Upper Extremity

SHOULDER	
UltraSing IV	https://youtu.be/HKMj8eQu3vA
Sully Shoulder	https://youtu.be/cvZ2hpaJdM
DonJoy Shoulder Cradle	https://www.youtube.com/watch?v=BTS_jh0KFEI
X-Act ROM Elbow	https://www.youtube.com/watch?v=rhGF1mMOHJ4
EXOS UE	
Exos Care & Cleaning	http://players.brightcove.net/133213171001/H11vCNad_default/index.html#video=1
Long Thumb Spica II	https://www.youtube.com/watch?v=5w52EEL_FwE
Short Thumb Spica II	https://www.youtube.com/watch?v=Fn0tqZ2v3g
SAFB-OT	http://players.brightcove.net/133213171001/H11vCNad_default/index.html#video=1
Boxer Fracture Brace	http://players.brightcove.net/133213171001/H11vCNad_default/index.html#video=1
Thumb Spica Fracture Brace	http://players.brightcove.net/133213171001/H11vCNad_default/index.html#video=1
Wrist Brace	http://players.brightcove.net/133213171001/H11vCNad_default/index.html#video=1
Wrist Brace w BGA	http://players.brightcove.net/133213171001/H11vCNad_default/index.html#video=1
Hand Based Ulnar Gutter Brace	http://players.brightcove.net/133213171001/H11vCNad_default/index.html#video=1
Humeral Fracture Brace	http://players.brightcove.net/133213171001/H11vCNad_default/index.html#video=1
Hand Based Radial Gutter Brace	http://players.brightcove.net/133213171001/H11vCNad_default/index.html#video=1
Radial Gutter Fracture Brace	http://players.brightcove.net/133213171001/H11vCNad_default/index.html#video=1
Extended Thumb Spica	http://players.brightcove.net/133213171001/H11vCNad_default/index.html#video=1
COLD THERAPY	
DonJoy IceMen Classic3 Pat Instr	https://players.brightcove.net/133213171001/H11vCNad_default/index.html#video=1
DonJoy IceMan Case 3 & Classic Inst	https://youtu.be/2m578yRy2Y
DonJoy Forefoot Wrap-On Pad	https://youtu.be/0Q_KAwjEM94
DonJoy Foot Wrap-On Pad	https://youtu.be/3U0wv3oKwUJ
DonJoy Universal Knee Wrap-On Pad	https://youtu.be/0Q_KAwjEM94
DonJoy Wrap-On Ankle Pad	https://youtu.be/tD640n0vPQ0
DonJoy Shoulder Wrap-On Pad	https://youtu.be/zhH_1TH9v5vAU
DonJoy Universal Hip Wrap-On Pad	https://youtu.be/668B80r5GCO
DonJoy Universal Wrap-On Pad - Shoulder Appl.	https://youtu.be/peZELZwWb5E
Aircast CryoCuff IC	https://www.youtube.com/watch?v=r1aXQhqvM5A
SPINE	
ProCare XTEND 174	https://youtu.be/6TmC4X6FD4
Exos FORM 631-637	https://www.youtube.com/watch?v=EuwxZ2Kic
Exos FORM 626-627	https://www.youtube.com/watch?v=LECTBgc0TUJ
Exos FORM 621	https://www.youtube.com/watch?v=4wT09y6Rk
DonJoy Back Brace II - TLSO	https://www.youtube.com/watch?v=6FwhZf3Fvg

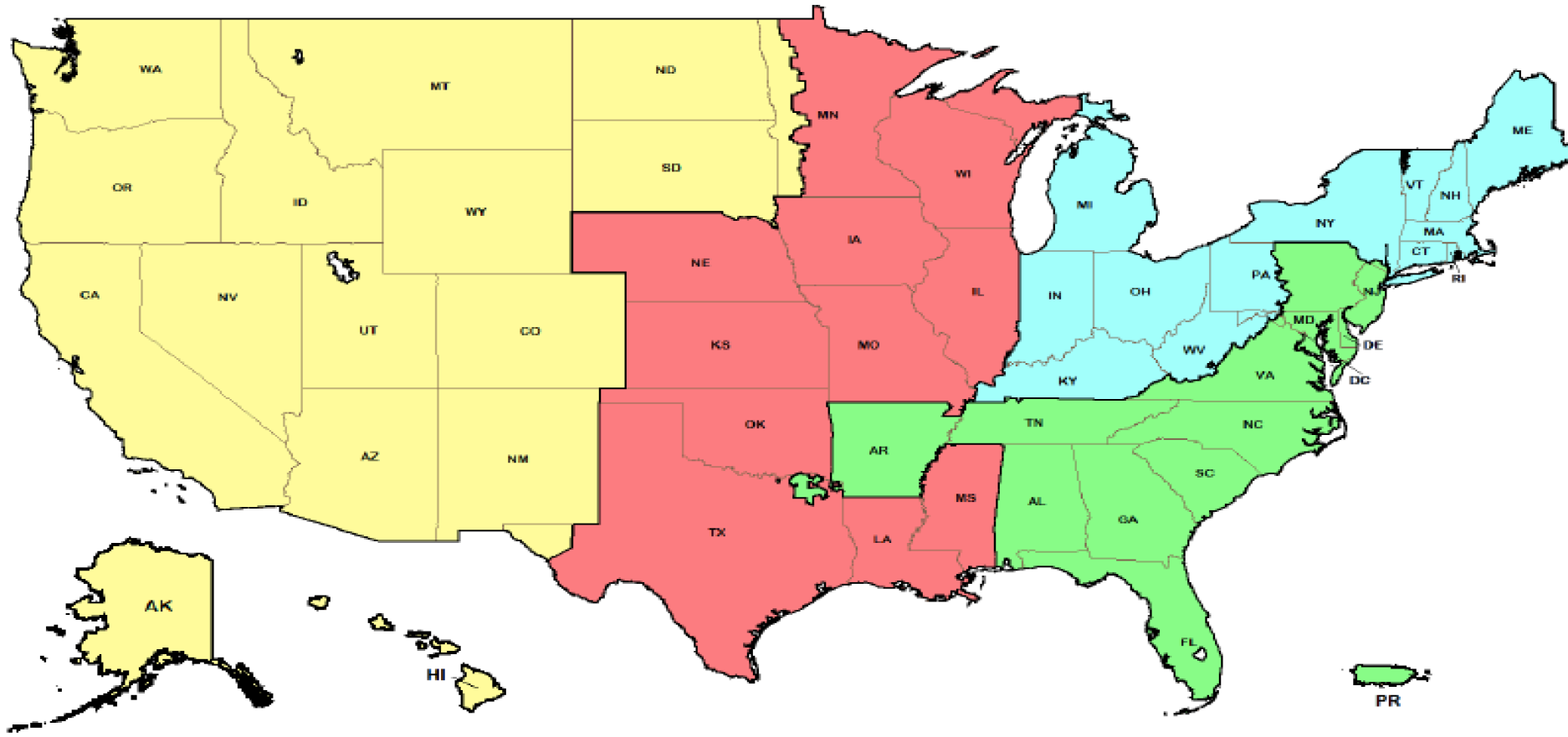
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Patient Application Videos
Lower Extremity

KNEE VIDEOS	
How to measure for OTS	https://www.youtube.com/watch?v=2_Sz7v3DmDY
TruPul Lite	https://youtu.be/Rb3WdKJcTAQ
DonJoy Lateral J	https://youtu.be/zeF5hUtuHuc
Reaction Webb	https://youtu.be/50EM_Mz1tIE
Playmaker II	https://youtu.be/7H06G9R35
ACL Knee	https://youtu.be/7e5214b6E3A
A22	https://youtu.be/Aw6EwYRmta8
Trizone	https://youtu.be/rUAGe9u8BQ
OA Reaction Webb	https://youtu.be/Qan64uZ2fw
ClimaFlex	https://youtu.be/3Pm-0B1hw
DA Nano / DA Adjuster	https://players.brightcove.net/133213171001/H11vCNad_default/index.html#video=616329164600
W Fitting	https://youtu.be/3e3P0k1461
Anti-Migration Band	https://www.youtube.com/watch?v=k8Gf5G0PwwA
POST-OP KNEE & HIP VIDEOS	
X-ACT ROM Lite	https://youtu.be/tdG0G6tYgk
X-ACT ROM	https://youtu.be/-Th9gk5R8j
X-ACT ROM Hip	https://youtu.be/1W6W5M_VT8s
FOOT & ANKLE APPLICATION VIDEOS	
AirSport+ Fitting	https://youtu.be/yaQ2enbZ6Y
Stabilized Ankle	https://youtu.be/UZarW9Gd0IM
Exos FMA Patient	https://youtu.be/Zooh19CzR65
Aircast Somp	https://www.youtube.com/watch?v=..._obouOr0HM
Neleco	https://www.youtube.com/watch?v=..._obouOr0HM
Aircast Round the Clock Relief (Air Heel / DNS)	https://www.youtube.com/watch?v=..._obouOr0HM
WALKING BOOTS	
AirSelect Elite	https://youtu.be/y9A_UF0n-ak
AirSelect SkinSord	https://youtu.be/1h959Z3kKw
AirSelect Sport	https://youtu.be/1h959Z3kKw
Aircast XP Walker	https://youtu.be/7_LjCW7m0MD
Aircast FP Walker	https://youtu.be/0ruFDJmg8ic
Aircast SP Walker	https://youtu.be/6HrK7C35eE
Aircast XP Diabetic Walker	https://youtu.be/6HrK7C35eE

Healthcare Solutions Territory Map

Justin Humphrey, Sr. Director – Healthcare Solutions



Natasha Yutsa

Nick Cannon

BJ Maack

Ross Fine

Contact Area Directors to learn more

<https://www.djoglobal.com/healthcare-solutions>



DJO PRODUCTS PATIENTS ABOUT RESOURCES

Search, Print, Location, Menu icons

Contact Us to Learn More

Name *

Email *

Role

Clinic/Organization

City


State

Region *

I'm interested in... *

- Learning more about MotionMD Telehealth Program and COVID-19 DMEPOS Waivers
- Learning how MotionMD can improve my DME program
- DME/inventory management software information
- Learning more about VeriPro, real-time insurance benefits and patient responsibility
- General DJO Healthcare Solutions programs and services

SUBMIT





Q&A

