



American Orthotic & Prosthetic Association

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AOPA In Advance SmartBrief

Breaking News

September 15, 2016

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Now Available: 2016 Operating Performance Report

AOPA Releases Results from Member Benchmarking Survey

Are you curious about how your O&P business is performing compared to others? Have you been asking questions like these?

- *How does our spending on materials, advertising or other expenses compare with other companies similar to ours?*
- *Is our gross margin better or worse than other facilities of the same size?*
- *Are our employees generating enough sales?*

Copies of the **2016 Operating Performance Report** are now available. The annual report provides a comprehensive financial profile of the O&P industry including balance sheet, income statement and payer information organized by total revenue size, community size, and profitability. This year's data was submitted by more than 88 patient care companies representing 1,164 full time facilities and 71 part-time facilities.

For those wanting to learn more about using benchmarking data to strengthen their business, a seasoned panel of experts will present "The Top 5 Things to Know About Your Business to Survive and Succeed" at the 2016 Assembly in Boston on Friday September 9, 2016 from 4:00-5:00 PM. Current and historical operating performance data will also be used to illuminate trends taking place in the O&P industry.

2016 Operating Performance Reports are available electronically or print in AOPA's bookstore.
2016 Operating Performance Report (Electronic) member/nonmember \$185/\$325
2016 Operating Performance Report (Print) member/nonmember \$285/\$425

To order your copy, visit <https://www.aopanetonline.org/store>.

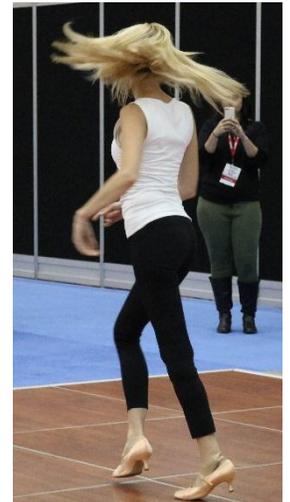
More than 2,200 O&P Professionals Gathered in Boston for the 2016 National Assembly

AOPA has cruised through another successful National Assembly – the 99th! – with more than 2200 attendees from O&P and related disciplines joining us in Boston, September 8-11. The drum and fife band welcomed the crowd to Boston and helped us open the 100,000 sq. ft. Exhibit Hall of over 170 exhibitors.



The Assembly featured the top-notch clinical and business education and memorable events that attendees have come to expect, with a few special additions this year. Attendees were treated to a “double header” of two keynote speakers, O&P Advocate Sen. Bob Kerrey and CNN Senior Political Analyst David Gergen, who both brought political insight during this election year.

One exciting new event was Expo Day in the Exhibit Hall, which brought attendees to the Hall for entertainment, show deals, demos, and special guests. Jeff Bauman signed copies of his memoir *Stronger* about his experience helping the FBI catch the Boston Marathon bombers and his recovery after losing his legs, with proceeds benefiting the Wiggle Your Toes foundation. Another Boston bombing survivor, Adrienne Haslet, dazzled attendees with a dance performance and then gave lessons to learn the Rumba.



Pictured below, AOPA's first Women in O&P Luncheon packed the house with women who came to network and left inspired by the camaraderie and the success stories shared by the speakers.



AOPA made it easier to connect with Alumni, through the Alumni Connection. AOPA partnered with four schools to arrange happy hour meet-ups for Alumni of those schools, and all attendees had school buttons available and could find Alumni with the smartphone app, AOPA 365. And for the soon-to-be Alumni, AOPA hosted a Student Lunch and Learn for both students and residents to gather and network during the show.

AOPA also held its first Grand Rounds Session, a medical training tool for discussing clinical cases. The Boston Strong Grand Rounds featured surgeons, prosthetists, and physical therapists who treated the Boston Bombing amputees discussing their cases.

OPAF and the First Clinics held a First Dive at the Sheraton hotel pool on the last day of the Assembly. AOPA closed the hall with Elvis, who invited everyone to the AOPA 100th Anniversary Celebration next year in Las Vegas.



[See more photos.](#)

[See winners of the contests and awards during the Assembly.](#)

DME MAC Billing Reminder: Miscellaneous Codes

The DME MACs recently released a joint billing reminder informing suppliers of what information must be included with any claim containing a miscellaneous/unspecified/not otherwise classified (NOC) codes; these codes include the L0999, L1499, L2999, L3649, L3999, A5507, A6549, L5999, L7499, L8039 and L8499.

When billing for the above codes you must include the following information:

- Concise description of the item or service
- Manufacturer name
- Product name and number
- Supplier Price List (PL) amount
- HCPCS code of related item (if applicable)

Claims billed with miscellaneous codes without this information will be denied for missing/incomplete/invalid information, and in certain instances the claim will not even be adjudicated and will be rejected. If a denial or rejection occurs you will need to resubmit the claim with the missing information.

AOPA is currently seeking clarification on certain aspects of the announcement and will keep members posted on its findings.

To see where this information should be placed on your electronic claims or your paper claims please review the joint billing reminder [here](#).

Questions? Contact Devon Bernard at dbernard@AOPAnet.org or Joe McTernan at jmcternan@AOPAnet.org.

Alpert Joins Colorado Facility

Teresa Alpert, C.O., C.Ped., has joined the Aurora, Colorado Foot Solutions team, bringing her own 25 years of experience in orthotics, prosthetics and pedorthics (OP&P) to the facility. Before moving to Colorado, she practiced in the Baltimore metropolitan area of Maryland, where she also owned a pharmacy. Her professional experience includes serving as Education Chair for the National Shoe Retailers Association, responsible for content of educational programs, webinars and conferences for footwear fitting specialists, and she is the Founder of SHARE, Support Hospice Area Resource Exchange, a nonprofit 501C providing gifts and monetary assistance, on a voluntary basis, for hospice patients and their families.



She completed her initial orthotics and prosthetics studies at Northwestern University, and is a past chair of the Board for Certification/Accreditation International, one of only two organizations authorized to certify health care professionals in all 50 states as qualified to practice in the OP&P field. She has worked in patient care and in educational programming with world-renowned physicians including Dr. Dror Paley; Dr. Lew Schon; Bradley Lamm, D.P.M.; Robert Anderson, M.D.; Steven Conti, M.D.; Ian Alexander, M.D.; and many others, for the benefit of both patients and practitioners in a variety of ways. She has also been a member of the Board of Directors of the Board for Certification in Pedorthics, which merged with the American Board for Certification in Orthotics and Prosthetics (ABC), and a speaker and educator in programs sponsored by the Pedorthic Footcare Association, an independent membership group for practitioners of pedorthics.

November 9 Webinar: Don't Miss Out; Are you Billing for Everything You Can?

Nov. 2016

9

1:00 PM Eastern

Cost

- \$99 for AOPA Members/
- \$199 for Non-Members
- (Members use promo code 'member')

Date

- Wed, September 14, 1:00 PM EST

Join AOPA for a one hour webinar and earn 1.5 CEs, while learning everything you need to know about appeals. During this webinar, an AOPA expert will answer these questions:

- Learn how to bill for returned/refused items
- Learn how to get paid for repairs and adjustments
- Learn how to get paid for miscellaneous codes
- Learn how to bill for evaluations
- Learn about other possible missed billing opportunities

REGISTER

Jurisdiction D DME MAC Published Audit Results

Noridian Healthcare Solutions, LLC, who serves as the Jurisdiction D DME MAC, has recently released results of some of its ongoing pre-payment audits for O&P services. The published results include those related to spinal orthoses, knee orthoses, AFOs, and therapeutic shoes billed during the second quarter of 2016. Summaries of the audit findings are below:

Spinal Orthoses

Pre-payment review of spinal orthoses described by HCPCS codes L0631 and L0637 resulted in an overall error rate of 99%. Common reasons for denial included lack of documentation of the need for a custom fitted orthosis, improper proof of delivery documentation, and failure to respond to requests for additional documentation.

Knee Orthoses

Pre-payment review of knee orthoses described by HCPCS code L1833 resulted in an overall denial rate of 92%. Common reasons for denial included lack of objective documentation of knee instability, improper reporting of a correct diagnosis code, improper proof of delivery documentation, and failure to respond to requests for additional documentation.

AFOs

Pre-payment review of AFOs described by L1960 resulted in an overall denial rate of 73%. Pre-payment review of AFOs described by L1970 resulted in an overall denial rate of 78%. Pre-payment review of AFOs described by L4360 resulted in an overall denial rate of 98%. Common denial reasons included lack of documentation of a need for a custom device rather than a prefabricated device (L1960 and L1970), lack of documentation regarding modifications that were made to custom fit the device (L4360), failure to respond to requests for additional documentation, and no proof of delivery documentation.

Therapeutic Shoes

Pre-payment review of therapeutic shoe claims resulted in an overall denial rate of 76%. Common reasons for denial included lack of documentation from the certifying physician, lack of proof of an in-person fitting visit with the supplier of the shoes, and failure to respond to additional documentation requests.

The high denial rates for all of these pre-payment reviews mean that claims for these HCPCS codes will remain under pre-payment review going forward. It is important to remember that many of these denials may have been avoided by responding to requests for additional documentation or ensuring that proof of delivery documentation meets Medicare's published requirements.

Contact Your Representative to Support the Medicare O&P Improvement Act

We need your help in urging support for S. 829/HR 1530: The Medicare O&P Improvements Act. This bi-partisan bill that provides common sense solutions to reduce fraud. AOPA Executive Director Tom Fise has been meeting with legislators on the Hill to urge their support, but they need to hear from constituents. [Read the full bill here.](#)

These are some of the provisions included in the bill:

- Requires Medicare to reimburse only those orthotic and prosthetic providers who are licensed (in states that require licensure) or accredited (applicable in all non-licensure states) to provide orthoses and prostheses
- Recognizes the value of the Orthotist's or Prosthetist's Notes in the Medical record;
- Assures due process rights to improve proper Administrative Law Judge (ALJ) time frames;
- Reinstates and clarifies the statutory definition of "Minimal Self Adjustment" for Off-the-Shelf Orthoses to protect Medicare beneficiaries;
- Distinguishes Orthotists and Prosthetists from Suppliers of Durable Medical Equipment (DME);
- Requires greater transparency and granularity in CMS data availability about audit outcomes.

Send a letter to Congress showing your support.

Join the Coding & Billing Experts in Las Vegas!

The AOPA Coding & Billing Experts are Coming to Las Vegas!

AOPA's next Coding & Billing Seminar will be in Las Vegas! Don't miss this opportunity to get the most up-to-date information to advance your O&P practitioners' and billing staff's coding knowledge.

Join your Colleagues November 14-15 in Las Vegas!

At this seminar you will:

- Receive up-to-date information on Prior Authorization and other Hot Topics
- Ensure your Proof of Delivery meets Medicare Requirements
- Learn how to assess risk areas in your practice
- Learn successful appeal strategies and hints to avoid claim denials
- Practice coding complex devices, including repairs and adjustment
- Attend break-out sessions for practitioners and office staff
- Earn 14 CEs



Register Now

Upcoming AOPA Events

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| October 12, 2016 | <i>KO Policy: The ABCs of the LCD and PA</i>
AOPA Webinar
Learn more and register here |
| November 9, 2016 | <i>Don't Miss Out: Are You Billing For Everything You Can?</i>
AOPA Webinar
Learn more and register here |
| November 14-15, 2016 | <i>Coding & Billing Seminar</i>
Las Vegas, NV
Learn more and register here |