

## GENERAL

### 1. Have Medicare billing privileges been revoked for V.A.C.® Therapy?

**No.** KCI was not awarded contracts in Round 2 Re-compete and the San Bernardino Round 1 2017 Competitive Bidding Areas or CBAs (referred to here as Non-Contracted CBAs); however, we have committed to working with a group of Contracted Suppliers who will be distributing KCI NPWT products in each Competitive Bidding Area (CBA) to ensure patients continue to receive the same quality of care expected with KCI V.A.C.® Therapy.

The Contracted Suppliers will be responsible for serving and communicating with the patient, intake and assessment to qualify the order, billing Medicare, and collecting the patient 20% coinsurance. The patient financial responsibility will be dependent on the new Medicare allowable amount for the Competitive Bidding Area, as well as existence of secondary, tertiary insurance. KCI will be a delivery subcontractor to Contracted Suppliers for those impacted geographies.

For the remaining 65% of the Medicare beneficiary population outside of the Non-Contracted CBAs, KCI will continue to serve as the Primary Supplier of KCI NPWT products and will bill and service those patients directly. Patients with Part C Medicare Advantage and Medicaid benefits are not affected by these changes.

### 2. Who is the distributor covering my area?

KCI has a list of Contracted Supplier partners and contact information available from KCI National Contact Center (NCC), your local field representative or the Medicare.gov Supplier Directory.

### 3. Will a patient's financial responsibility be higher for KCI V.A.C.® Therapy in these areas?

**No.** Medicare reimbursement is the same for all Contracted Suppliers and brands of therapy. Patient co-insurance remains at 20% of reimbursement amount.

## ORDER INTAKE

### 4. Who should I contact to place an order?

Customer may contact the Contracted Suppliers in their areas directly (see list of Suppliers per CBA). Any orders in Non-Contracted CBAs received by KCI via fax, KCI Express® Program or iOn HEALING™ Mobile app will be forwarded to the appropriate Contracted Supplier for processing. Calls received within the KCI NCC for these Non-Contracted CBAs will be warm transferred to the Contract Supplier who will initiate delivery after they have completed patient intake and assessment.

### 5. For the Hawaii geography (that currently does not have a Contracted Supplier), can KCI receive my Medicare V.A.C.® Therapy order?

**No,** the KCI NCC will not accept orders in the Hawaii Non-contracted geography.

### 6. Will there be a change in paperwork used?

Orders may still be initiated using the V.A.C.® Therapy Insurance Authorization Form (VTIAF). All patient communications and order-related correspondence will come from the Contracted Suppliers directly to the patient, including the patient's Assignment of Benefits (AOB) form. We do not anticipate any change in follow-up documentation requirements as all DME Suppliers follow the same Medicare guidelines.

### 7. Will KCI hold V.A.C.® Therapy orders until a signed prescription is received, or will orders transfer to Contracted Supplier without a signed prescription?

KCI will immediately notify you that we received the order without the signed prescription and whom the Contracted Supplier is in that CBA. The Contracted Supplier will request the signature during their intake and assessment process.

### **8. What is the role of my KCI field representative in the ordering process?**

Your KCI field representative can participate in gathering initial information and submitting the initial paperwork to the Contracted Supplier. At that point, the KCI field representative will no longer have access to orders status. You will need to contact the Contracted Supplier for order updates.

### **9. How will Urgent Orders be handled in regards to speed of release?**

Any order for KCI NPWT products received by KCI in a Non-Contracted CBA will be transferred to the appropriate Contracted Supplier, along with any included instructions or documentation. Any questions on release decision, ETA, patient cost, or other informational requests must be directed to the Contracted Supplier.

### **10. Will Medicare CBA orders take longer to release?**

Contractors are aware of the current release processes KCI uses and the risks taken. However, ultimately, the contractor will assess the order to determine release. Many orders are expected to be released and delivered in similar timing as today, but with handoffs some orders may take longer.

### **11. How quickly will Medicare orders be released to the Contracted Supplier?**

Any orders for KCI products received by KCI in Non-Contracted CBAs will be immediately transferred to the Contracted Supplier in that CBA, regardless of discharge date. We anticipate it will take 30 minutes to 2 hours; similar to the time it takes to make initial contact with the requestor.

### **12. Can I submit my order directly to the Contracted Supplier?**

**Yes.** The Contracted Supplier will process order and upon approval will notify KCI as subcontractor to perform delivery on behalf of the Contract Supplier.

## **ORDER FOLLOW UP / CHANGES / RECERTIFICATION**

### **13. What do I do to stop billing or place therapy on hold for these orders?**

Notify the Contracted Supplier for all issues and changes. Orders initiated in KCI Express® Program will no longer be visible once the order is transferred to the Contracted Supplier.

### **14. How will monthly wound measurements be handled?**

The Contract Supplier may require KCI, as a Business Associate acting on their behalf, to collect wound status or measurements on a monthly basis. Any renewal prescriptions, resupply orders, coordination of care or therapy related matters should be directed to the Contracted Supplier overseeing patient care.

### **15. How will follow-up paperwork be handled?**

The Contracted Supplier will reach out to the requestor for any remaining paperwork needed to release the order. If an additional prescription is needed after initial placement, the Contracted Supplier will request that information.

### **16. How will supply re-orders be handled?**

The welcome letter from the Contracted Supplier will include their contact information, including instructions to contact them for supply orders. KCI will warm transfer any supply re-order calls to the Contracted Supplier. If received via fax into KCI, the supply re-orders will be transferred to the Contracted Supplier.

### **17. What are the options to notify the Contracted Supplier of the patient hold/DC (i.e., email, fax, phone)?**

Each Contracted Supplier will have phone, fax, and email options, which will be available to the requestor for any relevant patient information.

## UNIT PLACEMENT / DELIVERY

### 18. Can V.A.C. READY CARE™ Program units be used in an emergency, or will the Contracted Supplier offer consignment?

V.A.C. READY CARE™ Program units will not be available for Medicare patients impacted by a Non-Contracted CBA. Contract Suppliers will process orders individually and authorize for shipment to facility or patient's home as instructed by the requestor. Deliveries will be shipped to the facility or the patient's home as designated by the requestor.

The KCI Express® Program will prohibit Requestors from assigning V.A.C. READY CARE™ Program units to patients in a Non-Contracted CBAs. A message will appear indicating the V.A.C. READY CARE™ Program is unavailable for that patient. Requestors should complete the order, and the order will be forwarded to the Contracted Supplier for delivery. Once the order has been transferred it will no longer be visible in the KCI Express® Program.

Local consignment programs for Medicare orders will be evaluated in the future on an individual case basis with the Contracted Supplier.

### 19. Will the KCI Express® Program allow me to use a V.A.C. READY CARE™ Program asset?

No, a pop-up message similar to this one will appear:



### 20. If a unit is for a Medicare home patient, will it be dropped off at the hospital or at the patient's home?

Delivery will be designated by requestor. The delivery address can be either location.

Delivery may be handled by UPS or KCI Service, as it is today. Note: There are six competitive bidding areas in NY/NJ where the Contracted Supplier (NYHHCE) will manage delivery: Bronx-Manhattan NY, Suffolk County NY, Elizabeth-New Brunswick NJ, Jersey City-Newark NJ, Nassau-Kings-Queens NY, and Port Chester-White Plains NY.

### 21. Once KCI receives an order approval by Contracted Supplier, what is the turnaround time for delivery of the ACTIV.A.C.™ Therapy Unit?

Upon approval by the Contracted Supplier, delivery will be performed based on requested delivery date and time.

## ORDER PICKUP

### 22. Will the patient return the unit to KCI or the Contracted Supplier?

The patient will return the equipment to the Contracted Supplier. The Contracted Supplier may request that KCI perform the pickup of the equipment, in which case KCI will utilize the same Blue Bag process to perform return via UPS.

## OTHER

### 23. Will patient Medicare coinsurance amount change based on Contracted Supplier or NPWT brand selected?

No, there is no change to the patient's coinsurance amount regardless of Contracted Supplier billing Medicare on behalf of the beneficiary for NPWT equipment and supplies.

### 24. What happens if I submit an order to the Contracted Supplier and it turns out to be a non-Medicare order?

Contracted Supplier serve as distributors for only Medicare orders in the Non-Contracted CBAs. If a non-Medicare order is sent incorrectly to a Contracted Supplier, they will return the order to KCI for order fulfillment during intake assessment.

**25. Will KCI still handle technical issues with V.A.C.® Therapy?**

**Yes.** As the manufacturer of the product, KCI can still engage with patients or caregivers with product-specific questions. You may call us at 1-800-275-4524, extension 4-5640 for product related questions or concerns. Technical product issues sent directly to the directly sent to the Contracted Supplier will be transferred to KCI.

**26. What determines if a patient is in an impacted Non-Contracted CBA?**

The initial delivery address within a CBA will determine if KCI can service the customer's order.

**27. What happens if the delivery address is a hospital within the CBA but the patient's home address is outside the CBA?**

Contracted Supplier is determined by initial delivery address of the therapy. If a patient will return to a different home CBA, the Contracted Supplier will work to transition the order to a Contracted Supplier in the subsequent month of service.

**28. What happens if supplies are shipped to a different address later?**

The Contracted Supplier (based on initial delivery address) will manage the order or transition to a Contracted Supplier in the permanent home CBA for subsequent months.

**29. If the delivery is to a facility outside the CBA zip code area but a patient's home address is in the CBA zip code, who will process the order?**

The Contracted Supplier is based on the initial delivery address. In this example, KCI would handle the order as we do today

**30. Will KCI continue to release and manage the Managed Medicare, Managed Medicaid, and Medicaid orders?**

**Yes.** KCI will manage all non-CBA or rural areas, as well as most Round 1 CBAs (San Bernardino is the only exemption as of 1/1/17), Managed Medicare/Medicare Advantage orders. The Contracted Supplier will be responsible for serving Non-Contracted CBA Part B Medicare orders only in these affected markets zip codes.

**31. Are patients with Medicare as secondary insurance impacted?**

**No.** Medicare will continue to pay secondary.

**32. How does this change impact disposable NPWT such as V.A.C.VIA™ Negative Pressure Wound Therapy System and SNAP™ Therapy System?**

This program only impacts durable medical equipment, such as V.A.C.® Therapy, so there is no change in reimbursement or process for disposable NPWT.

**33. How can I ensure a Contracted Supplier fills my order with KCI V.A.C.® Therapy?**

Prescribers with a brand preference should designate V.A.C.® Therapy System on the prescription. KCI distributor partners will automatically fill all orders transferred from KCI with ACTIV.A.C.™ Therapy for those patients.

All Contracted Suppliers in the Competitive Bidding Program must make best efforts to furnish the desired brand as designated on a prescription as a requirement in their contract: if a physician or treating practitioner prescribes a particular brand or mode of delivery for a beneficiary to avoid an adverse medical outcome, the contract supplier must, as a term of its contract, ensure that the beneficiary receives the needed item. The Contract Supplier has three possible options.

1. The Contract Supplier could furnish the specific brand or mode of delivery as prescribed.
2. The Contract Supplier could consult with the physician or treating practitioner to find another appropriate brand of item or mode of delivery for the beneficiary and obtain a revised written prescription.
3. The Contract Supplier could assist the beneficiary with locating a contract supplier that will furnish the particular brand of item or mode of delivery prescribed by the physician or treating practitioner.