

Consumer Advocate Presentation on Repair Delays and Solutions

CT Wheelchair Repair Task Force
11/9/23

Stories of Lived Experience - Jamie Moger

Stories of Lived Experience - Suzanne Garrafa

Stories of Lived Experience - Maureen Amirault

“How long does it take on average to repair or replace equipment after contacting your DME vendor?”

23% (17) Less than 1 month

38% (28) 1-3 months

26% (19) 4-6 months

12% (9) More than 6 months

(of 73 manual and power wheelchair respondents
to November 2022 - January 2023 Survey)

“How long after your first attempt to request a repair did you connect with the repair company?”

31% 0 days - I heard back the same day

25% 1 day

13% 2 days

6% 3 days

6% 4 days

6% 3-4 weeks

13% Longer than 1 month

(of 16 responses for incidents in 2022 &
2023, April - September 2023 Surveys)

“After you were able to submit your repair request, how long did it take for your repair need to be evaluated?”

19%	0 days - my repair was evaluated the same day
6%	1 day
6%	3 days
31%	1-2 weeks
6%	3-4 weeks
31%	Longer than 1 month

(of 16 responses for incidents in 2022 & 2023, April - September 2023 Surveys)

11/2 CRT Presentation Repair Timeline

Key:

- In-home repairs, used by 90% of CT customers
- Delays controlled by Provider staffing, availability, and internal processes
- Additional delays reported by customers also in Provider's control

In-home repairs, used by 90% of CT customers
Delays controlled by Provider staffing, availability, and internal processes
Additional delays reported by customers also in Provider's control

CRT Repair Process Steps	
0. Customer is able to connect with the Provider	
1. Intake from customer to gather initial information	
2. Provider verifies Insurance and equipment details, documentation, and prior authorization requirements:	
3. Provider schedules repair assessment appointment	Remote / In-Shop
	In-Home
4. Provider identifies potential loaner equipment needs and availability.	
5. Repair Technician assembles needed tools and equipment/item.	
6. Repair Technician travels to consumer.	
7. Repair Technician performs assessment and/or repair if possible	
8. Repair Technician completes documentation of work and next steps.	
9. Repair Technician submits documentation of work to customer service.	
10. Provider compiles documentation records and submits to health insurance plan for prior authorization	
11. Provider receives prior authorization; if it is initially denied, provides additional follow up.	
12. Provider pulls needed parts from inventory or orders parts from manufacturer.	
13. Provider receives part from manufacturer.	Part is in-stock
	Part is back-ordered
14. Provider schedules return appointment with customer.	
15. Repair Technician returns to complete repair.	
16. Repeat steps 12-13 if the parts ordered were incorrect or incomplete.	
TOTAL Business Days (Steps 1-15)	
n Calendar Days = n*5/7 business days)	

Consumer Repair Factors											
				x		x		x		x	In Home Repair
x		x									In Shop Repair
x		x						x		x	Remote Assessment (20% use this)
x		x									In Shop Assessment
				x		x					In Home Assessment
x				x				x			Parts In Stock
		x				x				x	Parts Out of Stock
Time Post-COVID (Business Days)											
Avg. Min	Avg. Max	Avg. Min	Avg. Max	Avg. Min	Avg. Max	Avg. Min	Avg. Max	Avg. Min	Avg. Max	Avg. Min	Avg. Max
?											
2	4	2	4					2	4	2	4
				24	27	24	27				
8	8	8	8	8	8	8	8	8	8	8	8
3	5			3	5			3	5		
		21	28			21	28			21	28
2	4	2	4	25	27	25	27	25	27	25	27
?											
15	21	33	44	60	67	78	90	38	44	56	67
21	29	46	62	84	94	109	126	53	62	78	94

Pushing For In-Shop Repairs Is Functionally Coercive

- “You can come into the shop to get much faster service. In-home wait times are the longest.” These are portrayed as preferences as opposed to needs.
- “If you come into the shop, you can help others get faster in-home service.” This is the message we are being told when more in-shop service is pitched as the solution to repair backlog.
- Prominent focus on in-shop repairs or remote assessments on both NSM’s and Numotion’s “Service and Repair” Pages, as well as other customer communications. Only a footnote mention of in-home service being an option.

SERVICE & REPAIR



KEEP MOVING.

We pride ourselves on offering expert service and maintenance to keep all of your equipment working flawlessly. We know how stressful it can be to have a vital piece of equipment be out of commission, which is why we make it a priority to respond promptly and provide you with excellent service in every situation, when you need it most.

Our experienced technicians stand ready to assist you and guide you through the process of having your mobility device serviced or repaired. Here is what you can expect when working with us:

**Some rental agreements and payer contracts may prohibit NSM from servicing a chair.*

REPAIR TIMELINE



STEP 1

**REMOTE REPAIR
EVALUATION & MULTI-
POINT INSPECTION**



Est. Turnaround: 1 day - 1 week



STEP 2

**PREPARE PAPERWORK
FOR FUNDING**



Est. Turnaround: 1-3 Weeks



STEP 3

PURCHASE EQUIPMENT



Est. Turnaround: 1-2 Weeks

**AWAIT FUNDING
APPROVAL**



Est. Turnaround: 1-3 Weeks

COMPLETE THE REPAIR



Est. Turnaround: 1 day - 3 Weeks

Home > Products & Services > Service and Repair

Keeping you safe and on the move.

Find a [location](#) or call [800-500-9150](tel:800-500-9150) to connect with Numotion to schedule service & repair.

In-Shop Service

In an effort to provide a path to faster service, Numotion is offering In-Shop service and repair at select branch locations across the country. The benefits of having customers bring their equipment to the branch include having more staff, tools, and parts available to complete the repairs quickly and efficiently.

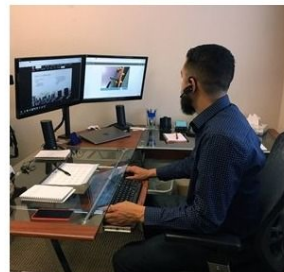
[Learn More](#)



Remote Service

We are leading the way with technology designed to deliver the fastest resolution of your service issues. Leveraging a secure and safe video connection, to connect you with a certified service technician who speaks with you or a caregiver on the phone and uses the live video stream to diagnose many issues without a visit. This insight allows the tech to order a part for installation at a scheduled time or in some cases talk you through simple procedures to resolve the problem completely. Either way – it saves you valuable time.

[Learn More](#)



Safety and Performance Inspection

We know exactly what should be expected from a wheelchair. To ensure your wheels meet our high expectations, we perform a safety and performance inspection at every service appointment. This gives you and us the peace of mind that your equipment is working as well and safely as possible. We will check each bolt and do a thorough inspection of every part, including:

- Electronics
- Motor assemblies
- Wheel assemblies
- Casters
- Cushions
- Positioning devices
- Arm and foot rests
- Frame

Your wheelchair should get an inspection at least once a year. Staying on top of the little repairs or tune-ups can help prevent the need for more drastic repairs and keep you in motion, and being informed about your [wheelchair's power batteries](#) can be especially helpful.

Numotion service technicians can help you in your **home** or at one of our nationwide locations.



How In-Shop Repairs Should Be Discussed

- “Do you need us to come to you or it possible for you to come into the shop?”
Be neutral. This should be an option, but not portrayed as the best option, or solving a problem for others.
- Main advantage of in-shop visits might be the extent of services that can be offered. Most serious repairs and other checks may only be available in the shop due to the equipment needed.

NSM & Numotion - Owned By Well Funded Private Equity

National Seating & Mobility (NSM)

Wellspring Capital Management acquired NSM in 2013, followed by Court Square Capital Partners in 2016, and by Cinven in 2019. NSM has acquired at least 42 other companies since 2013.

Numotion

Created in 2013 as a merger between LLR Partners' United Seating & Mobility and Audax Group's ATG Rehab. It was acquired by AEA Investors in 2018.

Numotion has acquired at least 25 wheelchair supply competitors since 2013.

Party Responsible for Change	Solution (Consumer Priority #)	Reduction of Current Repair Delay (Business Days)	
Payers	For the useful life of equipment - 5 years - remove Prior Authorization (PA) for repairs only and make original prescription valid for all payers. Eliminate need for prescription or statement of continued need. Increase number of items without PA requirement. Set pricing structure for Individual Consideration (IC) parts. (16)	8	Proposed by Industry and Consumers Agree
Payers	Cover and pay for repairs to consumer owned back up chairs to utilize for loaners (19)		Proposed by Industry and Consumers Agree
Payers	Cover and pay for consumer transportation to and from service locations (19)		Proposed by Industry and Consumers Agree
Payers	Cover and pay for technician travel for in-home and in-community repairs (17)		Proposed by Industry and Consumers Agree
Payers	Cover and pay for preventative maintenance check each year (18)		Proposed by Industry and Consumers Agree
Consumers	Consumer partnerships to educate on remote technology		Proposed by Industry and Consumers Agree
Industry providers	In-home repair services must be guaranteed (1)		Proposed by Consumers and Industry agrees
Industry providers	In-home assessments to achieve average 2-4 business days (current equivalent of remote or in-shop assessment) (5)	22-23	Proposed by Consumers
Industry providers	In-home repairs to achieve average 2-4 business days (current equivalent of remote or in-shop assessment) (6)	23	Proposed by Consumers
Government	Timely assessments and repairs can be ensured by 1) staff/customer ratios OR 2) timeline requirements, BOTH with penalties paid to the promulgating and enforcing regulatory state agency for violations (8)		Proposed by Consumers
Industry providers	Have written and enforced policy of checking of all orderd parts uppon reciept to ensure accuracy and reorder when necessary. (21)	###	Proposed by Consumers
Consumers	Consumer partnerships to help hire more staff		Proposed by Consumers

Relevant Media On Wheelchair Repair & Private Equity

Mother Jones - May 2022

<https://www.motherjones.com/politics/2022/05/motorized-wheelchairs-numotion-national-seating-mobility/>

Boston Globe - October 2023

<https://www.bostonglobe.com/2023/10/22/metro/wheelchair-repairs-can-drag-out-months-mass-people-with-disabilities-seek-solution/>

The Atlantic - October 2023

<https://www.theatlantic.com/ideas/archive/2023/10/private-equity-publicly-traded-companies/675788/>

Stories of Lived Experience - Joe Shortt

Stories of Lived Experience - David Morgana

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