

PA 24-58 Reporting Form for Authorized Wheelchair Dealers

(12/31/24 Version)

Complete parts I and II of this form to provide the minimum data required by PA 24-58 to the Complex Rehabilitation Technology and Wheelchair Repair Advisory Council. Additional data may be requested by or provided to the council separately from this form. Reports for all applicable months in the year are due annually by December 31 of the same year and are to be submitted to the Commissioner of Social Services and the Complex Rehabilitation Technology and Wheelchair Repair Advisory Council. The council may request monthly reports and additional information as needed.

Note the following key provisions of PA 24-58, effective July 1, 2024:

Sec. 1. (6): "Wheelchair" means "a manual or motorized wheeled device that enhances the mobility or positioning of an individual with a disability and includes a complex rehabilitation technology wheelchair."

Sec. 1. (5): "Timely repair" means "as soon as practicable but not later than ten business days after the date of request for repair from a consumer, provided (A) the consumer makes the wheelchair available, (B) any prior authorization required from an insurer has been acquired, and (C) any time spent waiting for prior authorization from an insurer or for delivery of necessary parts ordered for the repair by an authorized wheelchair dealer shall not be included in the ten business days."

Sec. 2. (a): "An authorized wheelchair dealer shall timely repair a wheelchair, including a complex rehabilitation technology wheelchair, sold or leased by such dealer in the state. An authorized wheelchair dealer who sells or leases a complex rehabilitation technology wheelchair in the state shall provide timely repair of such wheelchair at a consumer's home upon request."

Sec. 2. (b): "An authorized wheelchair dealer shall maintain an electronic mail address and a phone line for consumer repair requests that are accessible each business day and capable of receiving and recording messages. The authorized wheelchair dealer shall (1) respond to a request for wheelchair repair not later than one business day after the date of request, and

(2) order parts for a repair not later than three business days after assessing the need for the repair or after receiving prior authorization from an insurer for the repair." **Sec. 2. (d):** "Not later than December 31, 2024, and annually thereafter, an authorized wheelchair dealer that contracts with the Department of Social Services to sell or lease wheelchairs to Medicaid recipients shall submit a report to the Commissioner of Social Services and the advisory council established pursuant to section 4 of this act regarding repair of such wheelchairs. The report shall include, but need not be limited to, minimum, maximum and average times from the date and time of a repair request for the authorized wheelchair dealer to (1) respond; (2) conduct a repair assessment (A) in the home or other community location, (B) remotely, or (C) at a repair facility; (3) (A) request any necessary prior authorization from the Department of Social Services and (B) receive a decision from the department on such request; (4) order any wheelchair parts needed; (5) receive delivery of any needed repair parts; and (6) complete repairs (A) in the home or other community location, (B) remotely, or (C) at a repair facility."

PART I	
Authorized Wheelchair Dealer Company	Numotion
Representative Full Name	Gary Gilberti
Representative Title	Executive Vice President
Reporting Period Year	2025
Reporting Period Month	April
List the types of insurance providers (Medicaid, Medicare, Private, etc.) associated with repair data in this report. Reporting repair data for consumers with Medicaid is required by PA 24-58 Sec. 2. (d).	Medicaid, Medicare, Commercial, MA Primary, Other

PART II									
As required by PA 24-58 Sec. 2. (d), shown above, provide the minimum, maximum, and average number of business days it took your company, during this reporting period, to accomplish the following steps in the repair process of only wheelchairs . "Wheelchairs" are defined in PA 24-58 Sec. 1. (6), shown above. Only business day data is required but all fields are requested. Input percentages as decimals.									
Repair Process Steps		Min.	Max.	Avg.	Min.	Max.	Avg.	% of Total	% Compliance (only if at fault)
		Calendar Days			Business Days				
(1) Respond to a consumer's email, phone call, or voicemail requesting a repair.		0	0	0	0	0	0		100% "Not later than one business day..." PA 24-58 Sec. 2.(b)(1)
(2) Conduct a repair assessment...	(A) in the home, medical facility, or other community location.	0	33	14	0	23	10	35%	
	(B) remotely.	0	34	2	0	24	2	48%	
	(C) at a branch.	0	20	2	0	14	2	18%	
(3)(A) Request any necessary Rx or Prior Auth from the primary insurance provider (from time of requesting med docs to requesting insurance approval).		0	31	2	0	23	1		
(3)(B) Receive a decision from the insurance provider on such request (time waiting for insurance approval).		0	56	1	0	36	1		
(4) Order any wheelchair parts needed (from time ready to process or approval to purchase orders).		0	59	3	0	40	2		86% "Not later than three business days..." PA 24-58 Sec. 2.(b)(2)
(5) Receive delivery of any needed repair parts.		0	158	9	0	107	6		
(6) Complete repairs...	(A) in the home, medical facility, or other community location.	0	48	14	0	20	5	75%	80% "Not later than ten business days after the date of request for repair..." PA 24-58 Sec. 1.(5)
	(B) remotely.	0	65	20	0	44	9	13%	100% Exceptions for waiting for wheelchair availability, Rx, Prior Auth, or ordered parts.
	(C) at a branch.	0	57	10	0	41	4	12%	98%