

# CRT equipment repairs authorized suppliers coverage notice

UnitedHealthcare Community Plan of Tennessee

## Coverage of complex rehabilitation technology

The Tennessee 133th General Assembly passed **HB2147, 17362/SB2368 and 871**, which require TennCare Managed Care Organizations to do the following, effective **July 1, 2024**:

- Cover medically necessary repairs by authorized complex rehabilitation technology (CRT) equipment suppliers (CRT includes manual and power wheelchairs)
- Cover at least one (1) preventive maintenance visit per year provided by an authorized CRT equipment supplier (including reimbursement for services rendered for parts, labor, diagnostic and evaluation time during the preventive maintenance visit)
- Notify TennCare CRT equipment suppliers and providers of this coverage
  - UnitedHealthcare Community Plan of Tennessee cannot require medical documentation for proof of neither continued need for repair, nor need for preventive maintenance
  - UnitedHealthcare Community Plan of Tennessee must also provide telehealth visits for CRT and cannot require medical documentation or proof of continued need for a repair or preventative maintenance of a complex rehabilitation technology



### Questions? We are here to help.

Chat with a live advocate 24/7 from the **UnitedHealthcare Provider Portal**. You can also contact UnitedHealthcare Provider Services at **800-690-1606**, 7 a.m.-5 p.m. CT, Monday-Friday.