

# Member News Update

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## President's Letter

Foster Davis, President, TXRPC Board of Directors

Dear Rehab Community,  
Change!!

Change seems to be the only constant in our pursuit to provide services to the population of Texans with limited mobility. We've seen changes in the number of providers through acquisitions and consolidations.

Acquisitions and consolidations of product offerings are the continuing change pattern with manufacturers.

Additional changes with our agency partners including HHSC, TMHP, and MCOs have dictated increased interaction with the legislative process.

Clinicians are being asked to see more clients and improve their productivity outcomes, leaving them less time for

the LMNs that are crucial to medically justify the enabling equipment we provide.

More change is coming in November with the transition of clients from traditional Medicaid to the Medicaid MCOs. This major transition will result in changes in coverage and reimbursement to services provided by all Texas Medicaid CRT providers.

The "trickledown effect" of Medicare competitive bidding will continue to have an impact on CRT; current and proposed changes affecting every aspect in the provision of the complex equipment needed by the clients we serve.

What hasn't changed is the need to stay informed on funding mechanisms and legislative impacts and the valuable



resources brought to you by the only CRT-focused State Association in the country today!

Of course, TXRPC is also changing! We are broadening our scope and enhancing our assets to best serve our strong CRT members.

We, the "Rehab Community" are TXRPC. Thank you for the energy, effort, and expertise to impact change contributed by our TXRPC members. Your active involvement assures our continued growth and success, and is the reason TXRPC is able to have a direct impact on the changes we face.

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## Legislative Committee

The Chair of our Legislative Committee is Ted Metcalf. Ted recently attended the National CRT Advocacy meeting in Washington D.C. and he is now preparing a program to allow TXRPC

members easy access to our State legislators. In addition, Ted will be sharing a program with our members that will allow TXRPC to "get the word out" when needed. We will be posting

updates to our "Legislative Communications Project" in the near future.

**ABOUT THE AUTHOR:**

Tom Hafford was certified in Assistive Technology officially on November 13, 1996 – twenty years ago! His passion is the light in the eyes of non-verbal clients whose lives were improved because their function went up or discomfort went down. Tom is now retired. Occasionally he gets to tinker with wheelchairs in some third-world country. But for the most part, he relaxes...either in his backyard in Granbury, TX, or on a Pacific beach in Mexico. He hopes he has shared his passion with enough of today's ATPs that the professional family will endure. Tom can be reached at tomhafford11@gmail.com.

**ATP to ATP: ATP Traditions**

Tom Hafford

Family! A biological fact...a sociological ideal...

We are all genetically born to a mother and father. With any luck, we shared our developmental years with siblings. Ideally, the bonds of our bio-family span miles as well as years, and we remain linked to each other for support.

To the most fortunate of us, our chosen profession brings a new, non-biological family...a family that shares ideals, purposes, challenges, and outcomes. The bonds of our professional family span miles and years, and we remain linked to each other for support.

For twenty-five years, I was blessed to work in such a professional family. Providing assistive technology to children and adults brought me into professional relationships that shared the goal of maximizing function and quality of life for people with impairments, handicaps, and disabilities.

Some of us took this goal as our life work. The goal of applying appropriate technology became the driving force in the creation of the Assistive Technology Professional (ATP) credential. This credential assures a specific combination of education, knowledge, and experience. However, the challenge for each

ATP is to bring more than expertise demonstrated on an examination. There needs to be a passion for each outcome to be the best that it can be! We bring that passion to the office...that passion to each assessment...that passion to each client...and share that passion with our colleagues in the industry.

About twelve years ago, the Texas Rehab Provider's Council was formed to interact with Texas Medicaid. We were messengers for our clients...advocates for adequate funding of essential technology. Our message would have had zero impact on the decision makers if the message had only been about money. The message did have impact, however, because it carried the weight of our passion for the souls that sit in wheelchairs. We didn't regard ourselves as competitors. We were a group of professionals who placed the well-being of our clients above our competitive nature...or...perhaps because we were a family who laid aside sibling rivalries and stuck together for the betterment of all.

So this message is for the Rehab pros...the ATPs...don't lose your passion for the kids. Don't lose your passion for the teen that will collect his or her diploma in a new chair

you provided. Don't lose your passion for the grown-up who gets to work a few more years in spite of MS thanks to power mobility you provide.

Don't lose that passion in a quest for cash.

Don't lose that passion in funding frustration.

Don't lose that passion in the corporate labyrinth.

Here is the most important caveat:

Don't let that passion die with you. Look around you – who is the next ATP? Where will they become inspired to crawl on the floor in a Life Skills classroom, measuring for a new tilt-in-space? What are you doing to encourage the next one? Don't think that it's just your boss's job to find the next generation of wheelchair guys and gals. Everyone is listening to you!

## Vendor Spotlight: Invacare

TXRPC appreciates the support of all of our sponsors and exhibitor. In our Vendor Spotlight this month, we would like to recognize Invacare and all the companies under the Invacare umbrella who have supported our association since its inception. Thank you for being an exhibitor and a sponsor, and for bringing so many talented people to bring professional education to our ATPs, techs, billing staff members, and owners/managers.

Join Invacare on their Rockin' Rollout Tour, coming soon to a city near you!

Engage with products for Neuro, Trauma, and Pediatric diagnoses; participate in valuable CEU training sessions; and enjoy food and refreshments!

Invacare's Rockin' Rollout Tour will be in the following cities in Texas:

- Dallas
- Austin
- San Antonio
- Houston

The Invacare MyOn HC Wheelchair is the opening act of three new products launching in 2016. The MyOn HC Wheelchair adjusts to meet the needs of those both new to

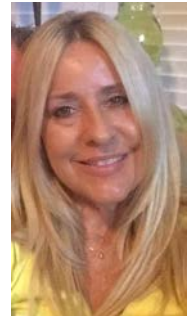
wheelchairs and experienced users.

For a backstage pass to view this wheelchair and the other two new products, visit [Invacare.com/RockinRollout](http://Invacare.com/RockinRollout)

All wheelchairs roll. Only Invacare Rehab rocks!



## TXRPC MEMBERSHIP COMMITTEE



Peggy Townsend, Townsend Rep Group (TRG)

Since Peggy is at almost every event involving our Industry and, particularly those where you will find the clients we serve, she is well suited to her role representing the Membership Committee for TXRPC. Peggy has shared her excitement in seeing how many new providers are entering the CRT field.

New providers' interest in the networking and educational opportunities providers gain as a TXRPC member is making her job leading this committee very rewarding. With representatives from TRG in all the states surrounding Texas, the need for extended educational opportunities at our Annual Conference for those providers serving rural areas and those crossing state borders to share clients, she and her staff have done an excellent job representing your organization to CRT providers needing a voice. Peggy extends an invitation to any employees of TXRPC members to join her committee's efforts to make sure all CRT providers know they are welcome and their voices are needed to strengthen TXRPC's strong stakeholder voice.

Please contact: [sandy@txrpc.org](mailto:sandy@txrpc.org) or [peggy@txrpc.org](mailto:peggy@txrpc.org) for information on becoming a TXRPC member.

Make sure to let us know if you can join our Membership Committee!

## Like us on Facebook!

Mick Coffman is the TXRPC Board of Director member setting up our Social Media outreach. The goal is to ensure our FaceBook page contains valuable information for our members, vendors, sponsors, therapists and clients and their families. Please visit often, share frequently and keep us updated on other groups, events and individuals who share our commitment to enhance the lives of those we serve!

We are sure you will enjoy the type of information Mick is well known for sharing on his FaceBook page and the plans he has to make sure we are letting everyone know what TXRPC is all about!

### Working Together

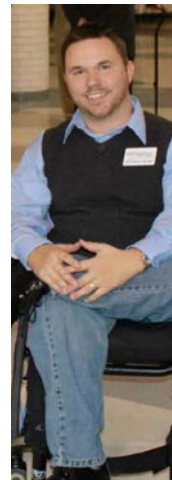
The feedback regarding our STAR Kids email was tremendous! The more information we can share with each other, the better!!!

Every weekday, we will be updating our Facebook page. Not only with information regarding the STAR Kids rollout, but also with updates from our manufacturer partners, our therapy and home health teammates, and pediatric events throughout the state of Texas.

On top of this, your satisfaction is extremely important to us. Please take a minute to let us know what we're doing well. And if there's

anything you'd like to see done differently, don't hesitate to tell us. Your feedback can only make us better!

**It takes just a minute - click to LIKE our Facebook page.**



Mick Coffman, ATP, CRTS

Innovative Seating & Mobility

[info@txrpc.org](mailto:info@txrpc.org)

## MEET THE BOARD MEMBER: FOSTER DAVIS, PRESIDENT

### Where do you live?

New Braunfels, Texas

### What was it like living in the town you grew up in?

Like much of southeast Texas...flat and mosquito-ridden, and filled with some of the nicest people anyone could possibly grow up around!

### What are your responsibilities in your current position?

RSM – responsible for a vast array of CRT products.

### What is your favorite pastime when you're not working?

Song writing and recording. My first album is completed, and I am currently putting in studio time on my second album.

### If we're sitting here a year from now celebrating what a great year it's been for you in this role, what did we achieve together?

The Texas rehab community (providers, manufacturers, healthcare professionals, and our clients – the end users) have coalesced to further entrench our strong stakeholder position to ensure our payer partners and state legislators confirm our permanent position and invaluable contribution in the chain of the provision of CRT.

### Who is your role model, and why?

My grandfather. He lived his life respecting opinions and views of all he came in contact with and instilled in me the understanding that living life in this manner not only improved his own quality of life, but also the quality of the lives of all those who knew him.

### What's your superpower?

Meditation - it allows you to alter your mind to conquer the day.

### Is there any advice you would give to a person who is starting out in your chosen career?

Follow your heart and not your pocketbook...like what you do and the financial success will follow. A person of integrity will know success by leaving the world a bit better than they found it, and being able to sleep at night.

## Agency Liaison Committee and HHSC

The TXRPC Agency Liaison Committee has been able to re-establish quarterly stakeholder meetings with HHSC. HHSC has experienced massive staff reassignments and we are happy to report that TXRPC is meeting with a group of very helpful individuals who are genuinely interested in working with us to reach effective solutions/clarifications to issues faced by Texas CRT providers.

Over the years, the Agency Liaison Committee has been able to successfully develop mutually effective dialog between TXRPC as a primary CRT stakeholder and HHSC who has the oversight for implementation of rules and regulations for many of our payers like TMHP and all Medicaid MCO's.

To be most effective, the Agency Liaison Committee needs your continued involvement. The success of this committee has resulted from the ability of TXRPC members to gather data on issues affecting CRT providers in their efforts to get medically necessary equipment to clients without unnecessary delays and denials.

With the data collection of our committee members, we have been able to show HHSC how the 20% growth issues have,

unnecessarily, delayed the provision of medically necessary equipment to many of our clients. Our data collection has also helped us bring the issue of multiple pends being sent for different information on one evaluation for equipment. This data helped us to demonstrate the significant delays in clients getting medically necessary equipment.

In addition, the data helped us provide information to HHSC to enable them to work with TMHP to develop specific educational guidelines so that prior auth processes can follow established program coverage criteria **and** minimize the number of pends being sent to providers.

As you can see DATA is the magic bullet!! Our Committee Chair and other members can and do take your issues to HHSC. However, data is what has gotten us in the door over the years and kept our seat at the table.

As a TXRPC member, please send us the name and contact information for individuals in your companies that can be counted on to provide the needed data.

This data collection must be submitted in a timely fashion and acceptable format. PHI is never to be on any data that is

presented to the committee. Employees of member companies who express an interest in helping with this important activity will be contacted with specific instructions on the data gathering and submission process.

Cristi Tidwell, Rehab Operations Manager at Healthline Medical Equipment, Inc. is the chair for this committee. She and her committee will be developing a form for use in data collection. TXRPC now has a support staff member who will be contacting all volunteers to help with data collection. To ensure the Liaison Committee receives the data in the acceptable format and in a timely manner, you will be asked to submit your completed data forms to:

Sandy Cormier  
[sandy@txrpc.org](mailto:sandy@txrpc.org)  
[www.txrpc.org](http://www.txrpc.org)



Cristi Tidwell



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## NCART/RESNA/NRRTS Assistive Technology & Advocacy Event Held in DC

The 2016 Assistive Technology Conference was held July 12-15, 2016 at the Hyatt Regency Crystal City in Arlington, VA. This marks the first-ever collaboration between RESNA, NCART, and NRRTS to combine historically successful conferences into one.

The 2016 conference included current assistive technology and leveraged the proximity to the nation's capital to engage Congress, policymakers, and federal program administrators on complex rehab and assistive technology issues. These unparalleled continuing education, networking, and advocacy opportunities for national, state and local leaders to share knowledge from all levels of CRT provision have identified the avenues for us to continue the hard work required to have our voices heard loud and clear as we continue to work for those clients we serve.

Three of our current board members attended this important event as representatives of their respective employers. As Directors of the Board of TXRPC, they are a huge asset to Texas CRT providers. Their knowledge of the most current industry initiatives and how we can participate in grassroots efforts to support CRT legislation brings TXRPC members opportunities to stay informed.

Please send any questions if you would like more information on 2016 Assistive Technology and Advocacy event! Send all inquiries to: [sandy@txrpc.org](mailto:sandy@txrpc.org) for a prompt response.

## Thoughts on 2016 Rehab Assistive Conference

Alexis Ward, Director of Medicaid Affairs, Numotion: "As reported by NCART, we had a record number of advocates – both consumer and industry – visit Capitol Hill this year. A great number of the staff members that we met with were already aware of our issues and had been educated, at least on a basic level, on the uniqueness of and the need for CRT. We had a good number of first-time visitors that walked away with a great sense of pride from having been part of this activity. I would encourage anyone reading this to participate when called upon to take action!"

Ryan Peebles, Director of Government Affairs, National Seating and Mobility: "The CRT industry is working hard to educate, advocate, and on influencing policy makers on behalf of folks in need. We are impacting change on the federal and state level through legislative, regulatory, and administrative channels. **For a small industry, we are making a big splash.**"

Ted Metcalf, National Account Manager – Southeast, The MED Group : "CRT – NCART, RESNA and NRRTS! Last month, making my first visit to this incredible event was such an affirmation of the extreme focus the CRT industry has. Witnessing firsthand the drive to deliver education, clinical research, product development, and most important legislative and advocacy efforts was an industry in touch with all stakeholders. We at TXRPC look forward to continuing these efforts for our state and the needs of Texas residents. Pro Texana!"



**Texas Rehab Providers' Council**

9330 Corporate Drive,  
Suite 603  
Selma, TX 78154

**Phone** 210-887-1084  
**E-mail** info@txrpc.org

The Texas Rehab Providers' Council strives to provide various forums for idea exchange and productive discussion about the challenges, opportunities, and innovations of Complex Rehab Technology (CRT) within Texas.



**We're on the Web!**  
[www.txrpc.org](http://www.txrpc.org)

## Annual Conference



**Dallas, TX**

**April 2017**

**Full conference details coming soon  
– make plans to be in Dallas!**



## TXRPC Board Members 2016 - 2017

Foster Davis,  
President/Director  
Invacare

Peggy Townsend, Vice  
President/Director  
TRG

Alexis Ward, Immediate  
Past President/Director  
NUMOTION

Ryan Peebles,  
Treasurer/Director  
NSM

Cristi Tidwell,  
Secretary/Director  
Healthline Medical  
Equipment, Inc.

Mick Coffman, Director  
Innovative Seating and  
Mobility

Ted Metcalf, Director  
The MED Group

Your TXRPC Board is a group of hard-working volunteers who have been meeting monthly to ensure that all goals are on target.

Our Executive Director, Sandy Cormier, is a knowledgeable resource available to all TXRPC members and can be reached at [sandy@txrpc.org](mailto:sandy@txrpc.org), or 210-887-1084.