

Effective 01/01/2026

## Medicaid Benefit: Complex Rehab Technology (CRT) Repair at Providence Health Plan

Providence Health Plan is committed to supporting our members with medically necessary mobility and functional equipment. To align with Oregon Senate Bill 549, Providence Health Plan (PHP) will no longer require prior authorization (PA) for Complex Rehab Technology (CRT) repairs for Oregon Health Plan (OHP) members.

CRT includes highly specialized medical equipment designed and individually configured to meet the physical, functional, and medical needs of individuals with complex disabilities. These items support independence in activities of daily living, instrumental activities of daily living, and community participation.

Below is information on the benefit, criteria, and billing process for providers delivering CRT repair services to PHP Medicaid members.

### What Is Complex Rehab Technology (CRT)?

Complex Rehab Technology refers to manual and power wheelchair systems and their associated components – along with adaptive seating, positioning systems, and other specialized equipment – configured for a specific individual's needs.

Under Senate Bill 549, CRT includes:

- Manual or power wheelchair systems
- Adaptive or alternative seating systems
- Adaptive strollers
- Standing frames
- Gait trainers
- Other options or accessories that are:
  - (a) Classified as durable medical equipment; and
  - (b) Individually configured for a specific individual to meet the individual's unique medical, physical or functional needs and capacities for basic activities of daily living and instrumental activities of daily living, including employment.

These items require specialized clinical assessment, customization, and professional repair to maintain safety, function, and mobility.

## Prior Authorization Requirements

PA is still required when:

- The CRT item normally requires a PA and is being replaced.
- The service includes new equipment, upgrades, or accessories that are not part of a repair for an item requiring a PA.
- The item does not meet the statutory definition of CRT under SB 549 but still has a PA requirement.

## Billing Requirement for CRT Repair

To ensure appropriate reimbursement and compliance with SB 549, providers must follow the billing and coding requirements below.

### **Modifier Requirement**

Providers must bill CRT repair claims using modifier RB, which indicates repair of an item

Billing modifier RB:

- Identifies the service as repair
- Ensures the claim is recognized as exempt from prior authorization
- Allows PHP to process the repair appropriately under the new benefit

Claims not billed with RB may be denied or may be subject to PA requirements.

## Documentation

Providers must keep documentation supporting the repair work performed, including:

- Description of the issue or malfunction
- Components repaired or replaced
- Justification for labor and parts
- Confirmation that the repair restores the original function

Documentation does not need to be submitted with the claim.