



## CASE STUDY: *Claimant with Farm Bureau*

### **COMPLEX QUOTE / POWER WHEELCHAIR PLACEMENT FOLLOWED BY IMMEDIATE UPGRADE**

*Referred by ALARIS NCM*

Workers Compensation / Quadriplegia, C1-C4 complete

#### **CLIENT ISSUE / SOLUTION (12/21/15 – 9/26/16)**

The NCM contacted our office for a RUSH QUOTE. It was for a power wheelchair from a specific vendor that had already “spec’d out” the equipment. We achieved estimated savings in two days.

We received authorization to proceed with construction of power wheelchair in early January 2016. The equipment was delivered the first week of February.

In early April of 2016 the NCM contacted PRN and stated the patient hated his power wheelchair and wanted to return it for a “better” model.

Initially the vendor refused as this was a custom wheelchair and had been trialed by the patient. After several months of meetings with vendor’s management and trial wheelchairs being tested by patient a significantly upgraded wheelchair was placed. PRN then arbitrated a credit and pick up of the original wheelchair with the vendor.

The final total savings for the insurance company was over \$8,000.00

26915 Westwood Rd., Ste A1  
Westlake, Ohio 44145  
Phone 800.776.5192  
Fax 888.416.4693

[www.prn4hme.com](http://www.prn4hme.com)