Hanger launches interactive tool to help O&P providers with RAC audits

November 14, 2013

AUSTIN, Texas, November 14, 2013 – Hanger, Inc. today announced it has developed an interactive online resource designed to help orthotic and prosthetic (O&P) providers navigate the Recovery Audit Contractor (RAC) audit process. The Hanger RAC Navigation Tool is available free-of-charge to all at www.Hanger.com/RAC.

"The administrative burden of the RAC audits continues to strain the O&P industry, often shifting valuable time and resources away from what's most important – patient care and customer service," said Hanger President and CEO Vinit Asar. "As the market leader, it is Hanger's responsibility to help the industry navigate regulatory and legislative headwinds and elevate O&P in the healthcare space. That's why we've created the RAC Navigation Tool and are making it available for use by all in O&P. It is the right thing to do for O&P and all patients in need of orthotic and prosthetic solutions."

The new RAC Navigation Tool was designed to help clarify and streamline the process of responding to audits. It provides an interactive and clear mapping of the process along with options to review the details and recommended guidelines of each step. The tool also delivers downloadable, standardized documents in one place.

"Unfortunately, for now, the audits are a new normal for the O&P industry," said Asar. "While the RAC Navigation Tool is designed to ease the administrative burden, we still need to address the heart of the problem. We are actively working with AOPA and other industry leaders to carefully lobby for course corrections to the process and to educate legislators on the O&P patient care delivery model. We understand the need for legislation that protects against fraud and abuse in our industry, but we need to work with CMS to ensure a proper and effective process is in place."

The American Orthotic and Prosthetic Association (AOPA) Executive Director Tom Fise added, "We applaud Hanger's decision to develop a resource for all O&P providers. Being unified in our lobbying and communications with CMS is critical, but so is streamlining our responses to these various audits. The more effective and efficient we can be in our responses, the better it is for our industry and our patients."

About Hanger, Inc. – Built on the legacy of James Edward Hanger, the first amputee of the American Civil War, Hanger, Inc. (NYSE: HGR) delivers orthotic and prosthetic (O&P) patient care, and distributes O&P products and rehabilitative solutions to the broader market. Hanger's Patient Care segment is the largest owner and operator of O&P patient care clinics with in excess of 740 locations nationwide. Through its Products & Services segment, Hanger distributes branded and private label O&P devices, products and components, and provides rehabilitative solutions. Steeped in over 150 years of clinical excellence and innovation, Hanger's vision is to be the partner of choice for products and services that enhance human physical capability. For more information on Hanger, visit www.hanger.com and follow us at www.Facebook.com/HangerNews, www.Twitter.com/HangerNews, and www.YouTube.com/HangerNews.

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