

NATIONAL SEATING & MOBILITY FUNDING PORTAL AUTOMATES, FACILITATES ORDER APPROVAL PROCESS

NASHVILLE, Tenn. (November 20, 2019) — National Seating & Mobility (NSM), the leading provider of complex rehabilitation, mobility and accessibility solutions, has launched a new Funding Portal synchronizing the equipment order process and positioning funding specialists to more effectively facilitate approvals required for equipment orders. Following a successful pilot this spring, the system has been incorporated in geographic phases and will be operational nationwide this month.

“The Funding Portal automates the complex order approval process for our funding specialists so they can more easily track, obtain and submit the time-sensitive documents required for the submission of client orders,” said Bill Mixon, NSM CEO. “This new system reinforces our commitment to best-in-class service, enhancing productivity and prioritizing tasks to keep orders moving. It is the only software at this level of sophistication being utilized in our industry.”

In addition to automating and advancing order approval steps in real-time, NSM’s Funding Portal triages each order, prioritizing critical scenarios and diagnoses.

“Our Funding Portal was built to assist the NSM funding specialists navigating this complicated process. Automation ensures that we are consistently working every order, and prioritizing urgent needs,” said Charles Sargeant, Senior Vice President of Field Support Operations for NSM.

While the Funding Portal, developed in-house, offers an automated structure to assist with order management, the system also empowers funding specialists with the flexibility to initiate tasks and add prioritizations to move orders even faster. The software is also integrated with mynsmorder.com, an online order-tracking dashboard launched earlier this year updating clients at each step of the order process.

“This custom-developed software, teamed with our total care approach aligning each client with one funding specialist throughout the order process, translates to a seamless, more expedient delivery of complex rehab equipment to those who need it,” added Sargeant.

About National Seating & Mobility

National Seating & Mobility is North America’s premier mobility solutions provider with industry-leading experience in Complex Rehab Technology, Accessibility, and Services supporting independence for individuals with disabilities and profound healthcare challenges. Founded in 1992, the company has grown from five locations to a network of mobility solutions experts partnering with physicians, therapists and clients across the U.S. and Canada. National Seating & Mobility is the only national mobility solutions provider accredited by The Joint Commission for demonstrating quality and safe care. The Joint Commission accredits and certifies more than 21,000 health care organizations and programs in the United States. For more information about National Seating & Mobility visit nsm-seating.com.

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