

Can I get assistance with the appeal?

You can also contact our office for assistance with the appeals process. If you contact us, please try to have with you:

- ✓ Your letter of denial
- ✓ The letter of medical necessity from your doctor
- ✓ The name and contact information of the vendor you were using

Note: This is NOT a guarantee that DRRI will be able to assist or represent you with your appeal.



Disability Rights

RHODE ISLAND

Disability Rights Rhode Island is the private non-profit law office that receives federal funding to advocate for Rhode Islanders with disabilities.

We are available to help people with disabilities, their family members and providers learn more about Special Education services.

For more information or assistance please contact us!

DRRI

Disability Rights Rhode Island

401-831-3150 Voice

401-831-5335 TTY

www.drri.org

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Disability Rights

RHODE ISLAND

Your Rights to Access Assistive Technology



Disability Rights Rhode Island

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How can I get durable medical equipment or supplies from Medicare or Medicaid?

- ✓ You should start by talking to your doctor about what equipment or supplies you need for your medical condition. If your doctor agrees with you about what you need, they will write a **prescription**.
- ✓ Bring your prescription to a vendor. You may need to contact Medicaid, Medicare or your managed care plan to find a vendor who accepts your medical coverage plan.
- ✓ You may need an evaluation to help select the appropriate type of equipment for your needs. The results of the evaluation are then sent to the doctor or therapist who writes a **Letter of Medical Necessity** which explains why you need that particular piece of equipment.
- ✓ The vendor will then complete the necessary authorization form.

- ✓ Both the Letter of Medical Necessity and the authorization form are then sent to Medicaid or Medicare for approval.
- ✓ Medicaid/Medicare will review the information and determine whether your medical equipment is covered. If it is, they will notify your vendor who will then order the equipment.
- ✓ If your equipment is not approved, you will receive a notice. If your medical coverage is through Medicare or Medicaid, your notice must be in writing and state the reason why your request for equipment was denied.



Can I appeal a denial of durable medical equipment by Medicaid or Medicare?

If your equipment is denied by Medicaid or Medicare, your notice should also state how you can appeal your denial. You might be able to submit more medical information or ask for an Administrative Review.

Depending on the type of medical coverage you have, you may have different procedures and timelines for appeal. You should look for these in your denial letter. If they are not stated, call your medical assistance provider and request a letter that has the information.

You can request assistance from your vendor with the appeals process.

You may also want to talk to your doctor about submitting more information with your appeal about your need for the equipment or supplies.