

**Adaptive Equipment  
Medicare Process Flow  
Repair to Equipment**

Need identified by Observation: Issue Arise; Clinical Recommends; Doctor Orders

Adaptive Equipment need is reported by the Residential provider or family to the SC, person, family/guardian within 1 business day of identifying the need.

DDS clinician will visit to assess the adaptive equipment to determine if the person's health and safety is at risk immediately or within 6 business days of identifying the need.

The team will consult with the person to discuss the adaptive equipment need within 1 business day of identifying the need.

Identify the type of insurance Medicare (Part B) or Medicaid within 2 business days of identifying the need.

Identify the type of residential setting ICF or Waiver within 1 business day of identifying the need.

**ICF**

1. Provider determines the type of equipment Non-Custom vs. Custom.

**Non-Custom**

***Note: ICF is responsible for purchasing/repairs to non-custom equipment.***

1. Provider identifies vendor within 3 business days of identifying the need.
2. Provider contacts vendor to inquire the availability of adaptive equipment with 3 business days of identifying the need.
3. If available, provider purchases adaptive equipment with 4 business days of identifying the need.
4. Provider/Clinician train staff with 9 business days of identifying the need.
5. If not available, vendor orders adaptive equipment.
6. Vendor receives the adaptive equipment within 9 business days of identifying the need.
7. Vendor delivers adaptive equipment within 11 business days of identifying the need.
8. Provider/clinician train staff with 15 business days of identifying the need.

**Custom**

1. Team selects a vendor within 3 business days of identifying the need.
2. QIDP or Doctor completes 719A within 3 business days of identifying the need.
3. QIDP/ submits 719A to the doctor within 4 business days of identifying the need.

4. Doctor signs and returns the 719A within 9 business days of identifying the need.
5. QIDP/Family/Doctor submits 719A to vendor within 10 business days of identifying the need.
6. Vendor sends representative to evaluate equipment to verify that DME is eligible for reimbursement within 12 business days of identifying the need. ***If not, follow Medicaid flow or request local funds policy.***
7. Vendor contact manufacture for quote within 14 days of identifying the need.
8. Vendor identifies if additional documentation is required within 15 days of identifying the need.
9. If not required, vendor orders that part(s) within 17 business days of identifying the need.
10. Vendor received the parts within 27 business days of identifying
11. Vendor coordinates date to repair the adaptive equipment within 29 business days of identifying the need.
12. Vendor repairs the equipment within 31 business days of identifying the need.
13. If additional information is required, the Vendor fax and request the Medicare repair form to the doctor within 33 business days of identifying the need.
14. The doctor completes the repair justification form and returns that document to the vendor 38 business days of identifying the need.
15. Vendor orders the part(s) within 35 business days of identifying the need.
16. Part is delivered within 45 business days of identifying the need.
17. Coordinator to make the repair with the QIDP 47 business days of identifying the need.
18. Equipment is repaired within 49 business days of identifying the need.
19. Vendor bills Medicare.

#### **Waiver**

6. 1. Team selects a vendor within 3 business days of identifying the need.
7. QIDP or Doctor completes 719A within 3 business days of identifying the need.
8. QIDP/ submits 719A to the doctor within 4 business days of identifying the need.
9. Doctor signs and returns the 719A within 9 business days of identifying the need.
10. QIDP/Family/Doctor submits 719A to vendor within 10 business days of identifying the need.
6. Vendor sends representative to evaluate equipment to verify that DME is eligible for reimbursement within 12 business days of identifying the need. ***If not, follow Medicaid flow or request local funds policy.***
7. Vendor contact manufacture for quote within 14 days of identifying the need.

8. Vendor identifies if additional documentation is required within 15 days of identifying the need.
9. If not required, vendor orders that part(s) within 17 business days of identifying the need.
10. Vendor received the parts within 27 business days of identifying
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16. Part is delivered within 45 business days of identifying the need.
17. Coordinator to make the repair with the QIDP 47 business days of identifying the need.
18. Equipment is repaired within 49 business days of identifying the need.
19. Vendor bills Medicare.