



Funding Quick Reference Guide

Medicaid, Medicare, Private Insurance, and/or Tricare

Contact PRC Funding Department:

<https://www.prentrom.com/funding/>

Email: funding@prentrom.com

*Please do not email packets unless using an encrypted server. Use email for questions!

Phone: 800-268-5224

Fax: 330-263-4829

Mail:

PRC Funding Department
1022 Heyl Rd
Wooster, OH 44691

Securely Upload Files at:

<https://eval.prentrom.com/fundshare>

1. ORGANIZE THE TEAM

Necessary team members:

- Client
- ASHA certified speech-language pathologist (SLP)
- Client's doctor

Other possible team members:

- Family/guardian/caregiver
- Occupational therapist
- Physical therapist
- Teacher
- Rehabilitation counselor

2. CHECK FUNDING SOURCES

Find out what type(s) of health insurance coverage the client has.

Main funding sources:

- State Medicaid Plan

- Medicare
- Private Insurance
- Tricare (military)

Note: Client may have one or more funding sources.

Call the insurance provider to check on coverage for durable medical equipment (DME) and more specifically speech generating devices (SGD). Ask if the policy covers the following codes:

- E2510 (SGD)
- E2599 (SGD Accessories)
- E2512 (Mounts)

Before you call, review the following tip sheet

<https://www.prentrom.com/funding/insurance-tips>

Alternative funding sources: local civic organizations, charities, fundraisers, grants, Go Fund Me, etc.

<https://www.prentrom.com/funding/alternate-funding-sources>

3. COMPLETE THE EVALUATION for a speech generating device (SGD)

Regional Medical Review Policy (RMRP) Guidelines require that the following information be documented in the SGD evaluation report.

Medicare and most funding sources follow these guidelines.

- Client's Background Information
- Speech and Language Abilities
 - Receptive
 - Expressive
- Cognitive Abilities
- Physical Abilities
- Mobility Status
- Hearing and Vision
- Daily Communication Needs
- Rationale for Device Selection
- SGDs Considered and/or Tried
- Recommended SGD and Accessories
- Functional Communication Goals
- Treatment Plan, Disclosure, and Signature

Make sure the SLP signs the report!

The Funding Submission Assistant contains an online SGD report writing template.

<https://eval.prentrom.com/access/login>

Other templates can be found at:

<https://www.prentrom.com/funding/aac-templates-and-resources>

4. ASSEMBLE THE FUNDING PACKET

A complete funding packet includes:

- A physician's prescription and/or a Certificate of Medical Necessity (CMN) for the SGD. Make sure to include any accessories on the prescription (keyguards, NuEye™, NuPoint™, switches, mounting systems etc.).
<https://eval.prentrom.com/forms>
- Legible copies of the front and back of ALL of the client's insurance cards (Medicare/Medicaid/Private Insurance Cards)
- An Assignment of Benefit and Patient Release Form/Client Information Form/ (AOB/CIF)
<https://eval.prentrom.com/forms>
- The SLP's SGD evaluation report that supports the need for the speech generating device. Make sure the report is signed!
- Equipment Selection Sheet(s) to ensure proper equipment/ configuration is ordered
<https://eval.prentrom.com/sheets>
- If requesting a device rental, a signed trial evaluation contract
<https://eval.prentrom.com/forms>
- State Medicaid requirements may dictate other forms. See website for these state specific forms
<https://eval.prentrom.com/forms>

5. SUBMIT THE PAPERWORK

Fax, securely upload files, or mail the entire packet to PRC.

Please see page 1 for contact information.

Email/ Upload Tips!

Please securely upload documents instead of emailing them. Packets sent via regular (non-encrypted) email are not secure at this time.

Uploaded documents must be *physically signed* by necessary team members prior to being uploaded to PRC's website.

6. THE SUBMISSION PROCESS AT PRC

Once PRC receives the packet, the funding department will:

- verify the client's insurance eligibility to ensure the submission is forwarded to the proper funding source(s).
- review all documentation and contact the SLP or family for missing information.
- submit the paperwork to the appropriate funding source(s).

How can I expedite the process?

- Ensure that all paperwork is filled out completely. Common issues that hold up paperwork include:
 - Missing policy holder signature on AOB/CIF
 - Missing SLP signature on evaluation
 - Different items being requested across equipment selection sheet, prescription, and report. Needs to be the same in all three places.
- Copy your consultant on any email correspondence to the funding department.
- Be patient, but persistent. Don't hesitate to check with your consultant on the status. If you have specific questions on missing information, contact our funding department.

If the device is approved, PRC will confirm the order with the family before shipping.

If the device is denied/ deferred, PRC will contact the evaluator with information on appealing the decision.

7. THE DEVICE ARRIVES

- Inform necessary team members that the device has arrived.
- Review the contents of the box. Check that all items ordered are enclosed.
- Attach any accessories to the device.
- Turn on the device. If it needs to be charged, plug it in and begin charging.
- Set the device to the vocabulary recommended by the speech-language pathologist (SLP) or evaluation team.
- Choose a voice for the device (male, female, age, etc.).
- Set and adjust the access method (such as eye-gaze or switch-scanning), so the client can make selections on the device accurately and efficiently.
- Contact your PRC regional consultant. Regional consultants provide training on device setup, operation, and implementation. To find your consultant:
<https://www.prentrom.com/consultants>

LEARN Take online classes offered by PRC.

<https://www.prentrom.com/training/>

TEACH Explore therapy materials on the AAC Language Lab. <http://www.AACLanguageLab.com>

ANALYZE Use Realize Language to measure and maximize device use.

<http://www.RealizeLanguage.com>

FREQUENTLY ASKED QUESTIONS

How long can I expect the process to take?

The length of time the process takes depends on the paying source and whether there was any missing information in the initial packet. Unfortunately, this is rarely a quick process, but the more you are involved the faster it becomes!

May I submit a request to my insurance policy on my own?

You may submit to your insurance company directly for a medical review; however, we recommend that you send the request to the PRC Funding Department. When insurance companies review a funding packet, they not only are reviewing it for medical necessity, but also need procedure codes, ICD-10 codes, pricing, and other pertinent information. Our Funding Department is well trained on these guidelines and can provide your insurance company with proper documentation.

The SGD evaluation was completed more than a year ago. Will I need to have it updated?

The requirements vary depending on the paying source. Typically, the report needs to be dated within six months to one year of the funding application. We recommend that all funding documentation be completed within six months of the evaluation.

What happens if my funding source denies the device?

Unfortunately, this is a possibility. If a submission is denied or deferred, our funding specialists and your regional consultant will work with the SLP and family to write and submit an appeal letter addressing the reason for the denial.