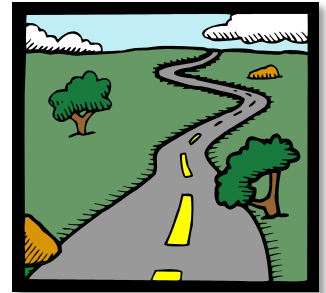




## Tip Sheet: Families of Children with Special Health Care Needs

# Rules of the Road when Requesting Durable Medical Equipment, Medical Feeding Supplies, or Prosthetic Supplies

1. **Know your destination.** Know the items and sizes you need and the quantity your child requires if this is something your child needs frequently. If you aren't sure what is needed, your child's therapist or nurse can advise you. Remember that the state is required to purchase the least expensive/generic product available.
2. **Know where you might find the dead ends.** Learn what is generally not covered by your plan (attached). Remember, however, that you still have the *right to request anything and appeal a denial*. If the denial doesn't make sense to you, talk with your provider to see if they can assist you to understand the rationale behind the denial OR call the health plan for additional information
3. **Know the "short cuts" that your health plan uses.** Each health plan's request process is slightly different. So, for example, you should become familiar with what products require a pre-authorization and which ones do not. Some plans, for example, won't require a pre-authorization for diapers for children over the age of three, while others do.



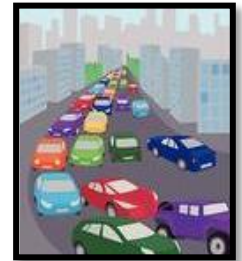
4. **Start your engines.** No matter what health plan you use, you will follow this three step process:



- a) Visit to the Primary Care Provider (your child's doctor).
- b) The physician sends a prescription (and chart notes if required) to a vendor that sells the equipment or supplies you need.
- c) The vendor fills out all of the paperwork and submits it to your health plan for processing. If the health plan needs additional information, they will contact the vendor.

5. **Wrong turns.** If the product is denied, you and the vendor will receive a copy of the denial AND instructions on how to appeal. You may or may not wish to submit an appeal, depending on the reason for the denial. For example, if it is being denied as not "medically indicated", then you will want to speak to your doctor to see if you can submit more proof that your child needs the equipment. If, on the other hand, the item you are requesting is excluded from your benefit (see list of exclusions on the reverse) the denial will most likely be upheld.

6. **Traffic Jams.** Even if the products you need meet the plan's criteria and will be approved, you may encounter "traffic" along the way, since other families are travelling these roads as well! If no prior authorization is required, then you should hear about your request fairly quickly. (Roughly 2 – 14 days.) The need for a prior authorization will extend the time required. In general, if you have not heard from someone within three or four days, call the provider to check the status. *If your child requires the items urgently, ask the vendor to note the request "urgent" and indicate why it is needed urgently. Note: Customized medical equipment, such as wheelchairs, will take longer. Your child will need to be fitted in consultation with a therapist and/or the vendor and the entire process can sometimes take several months. If you anticipate a wait, talk to your child's therapists and the vendor about how to plan ahead for your child's growth.*



7. **Have your "roadside assistance" number handy.** Know the name of your health plan and your child's Exceptional Needs Care Coordinator in case you need help. If you are not sure who yours is, or if you have one, call the Oregon Health Plan Client Services Unit at 800-273-0557.

The following items are generally excluded from your OHP benefits. You can read more about exclusions in the Oregon Administrative Rules #410-122-0080 which may be found at <http://www.dhs.state.or.us/policy/healthplan/guides/dme/122rb032511.pdf>

- Air conditioners, air cleaners, air purifiers
- Ankle-foot orthoses, graphite, spiral
- Appliances, household, small electrics
- Assistive devices for activities of daily living  
Balls, therapy
- Bandages, adhesive (i.e., Band-aids)
- Bed cradle, any type
- Bedding, any kind
- Beds, age-specific, enclosed bed systems, metal-caged, total electric, water, youth
- Bedwetting prevention devices
- Bladder stimulators (pacemakers)
- Bracelets, medical alert
- Car seats, any type, standard, customized or custom-made
- Chairs, geriatric, positioning
- Cleanser, incontinent, perineal, wound
- Clothing, except some orthopedic shoes & support hose
- Cribs, any type, including hospital cribs, rail padding
- Deodorizers, room
- Dilators, esophageal
- Elevators
- Exercise equipment
- Feminine hygiene products
- Furnishings, household, any kind
- Generators
- Hand controls for vehicles
- High frequency chest wall oscillation air-pulse generator system
- Humidifiers, room
- Hot tubs/spas
- Identification tags
- Incubators/Isolates
- Jacuzzis
- Lifts, barrier-free ceiling track, chair, mechanism, stairs, van
- Light box for SAD
- Linens, any type
- Mattresses, egg crate
- Medicine cups, paper or plastic
- Mobility monitor
- Mucus trap (included in laboratory fee)
- Nipple shields
- Oscillatory positive expiratory pressure device
- Overbed tables
- Passive motion exercise device (CPM device)
- Positioning seats, any type, standard, customized or custom-made
- Ramps, van, wheelchair
- Reachers
- Restraints
- Safety enclosures frame/canopy for use with hospital bed, any type
- Scales, bath, diet
- Sharps containers
- Sheets, cloth draw, rubber
- Showerheads, hand held
- Sports equipment
- Strollers
- Supplemental Breast Feeding Nutrition System
- Supplies used in the management of incontinence, including but not limited to creams, salves, lotions, barriers (liquid, spray, wipes, powder, paste) or other skin care products (does not include covered ostomy and incontinent supplies listed in Chapter 410 Division 122)
- Swamp coolers
- Telephone alert systems
- Telephones
- Therapeutic Electrical Stimulator
- Thermometers
- Tie-downs for wheelchairs in vans
- Tissue, facial, toilet
- Tocolytic Pumps
- Towelettes, any type
- Utensils, eating
- Typewriters
- Vans
- Washcloths, any type
- Waterpiks® (and similar oral irrigation appliances)
- Whirlpools