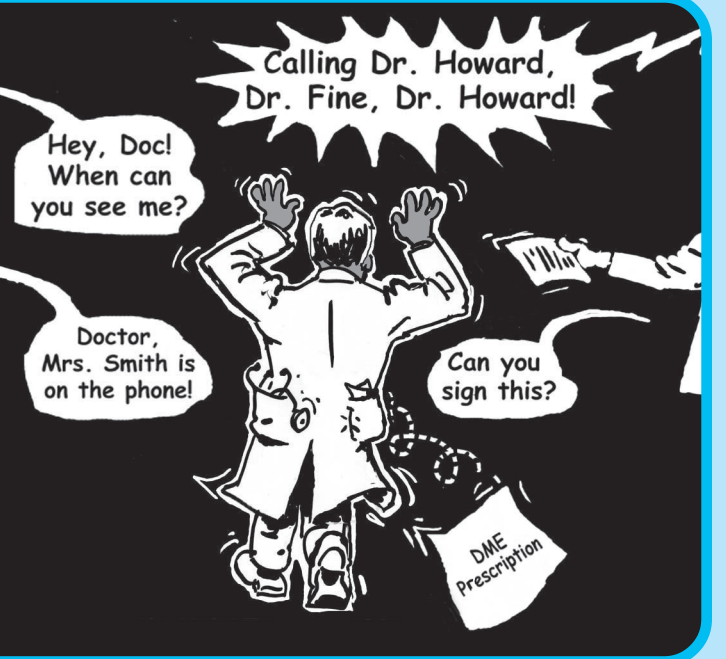


# Funding: The Good, The Bad & The Ugly

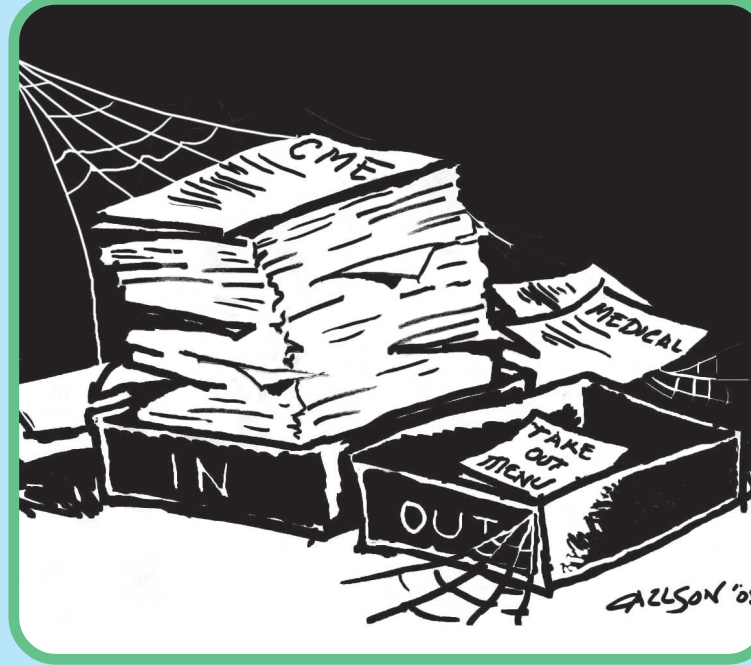
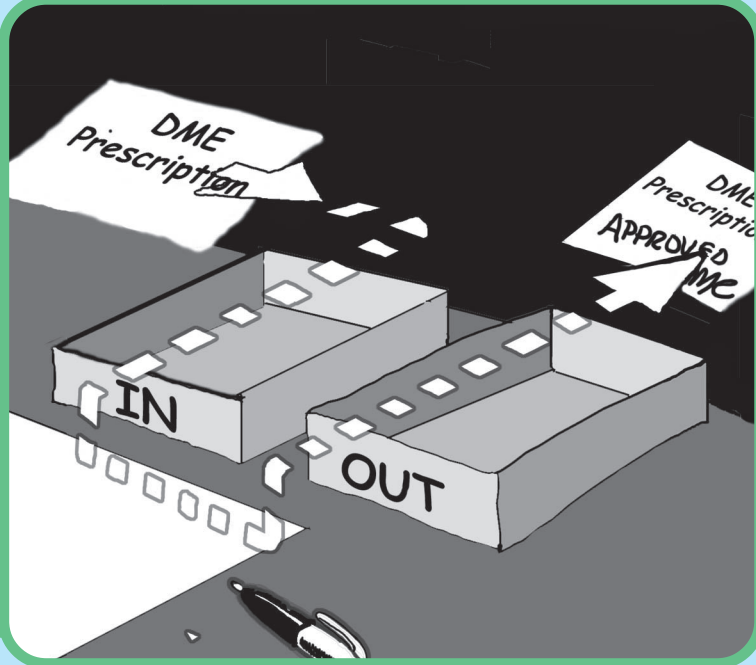


Obtaining a prescription is usually the first step when seeking funding for AT through insurance.

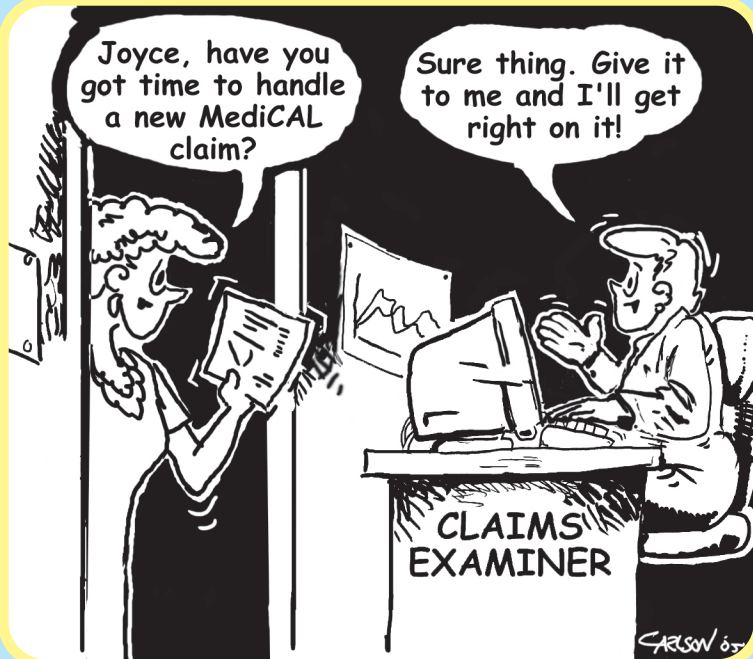
Always follow up with your AT provider to ensure that your doctor's prescription has reached the proper person.



When dealing with competent providers your paperwork and prescriptions will move smoothly through the system.



Your paperwork could be stalled along the way. Knowing the steps for your paperwork can avoid situations like this one.

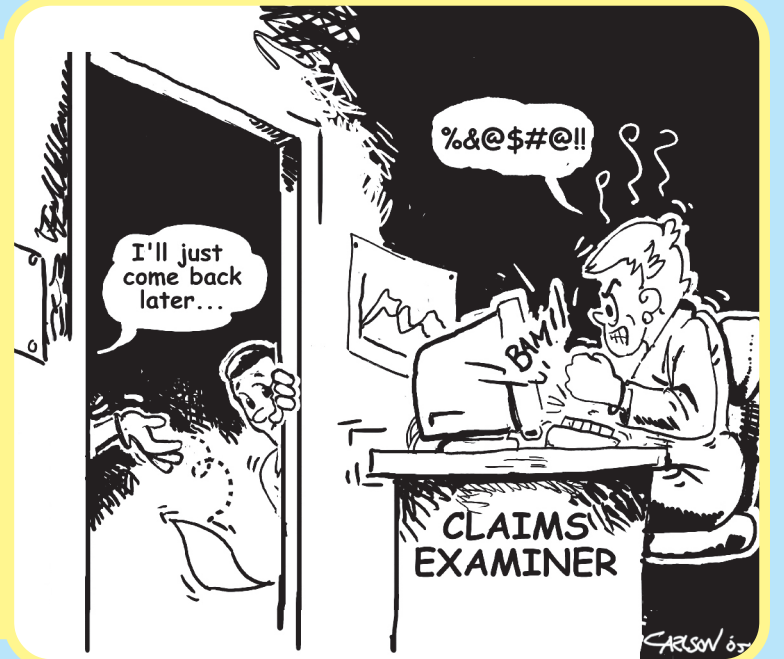


Ask your AT provider to explain the process of your paperwork. Many times, when you are involved it will go more smoothly.

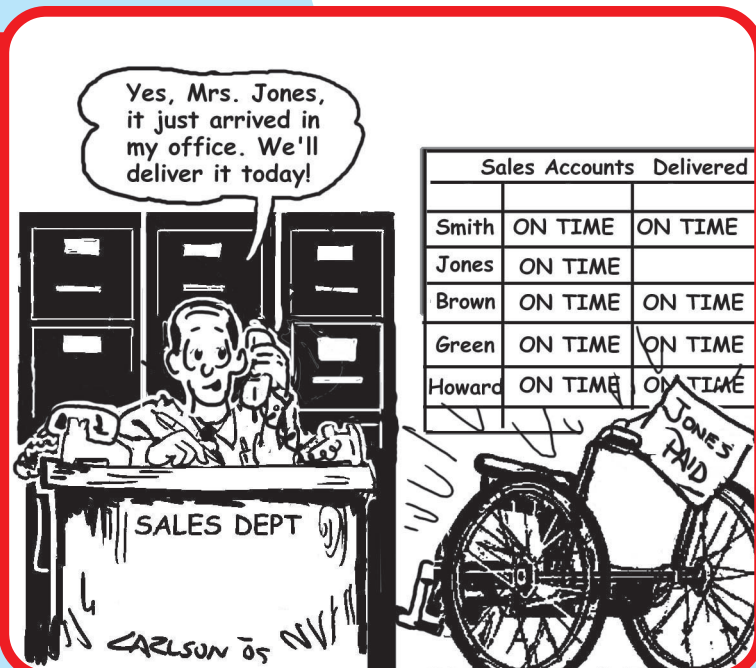
## The Good

Always find out how long it should take to process your claim. Do not wait weeks to find out why your claim is taking so long.

## The Bad & The Ugly



Get to know the names of the people who will be working on your funding.



Developing a rapport with your AT provider ensures you will be talking to the proper person. Having a name ensures consistency in dealing with your claim.

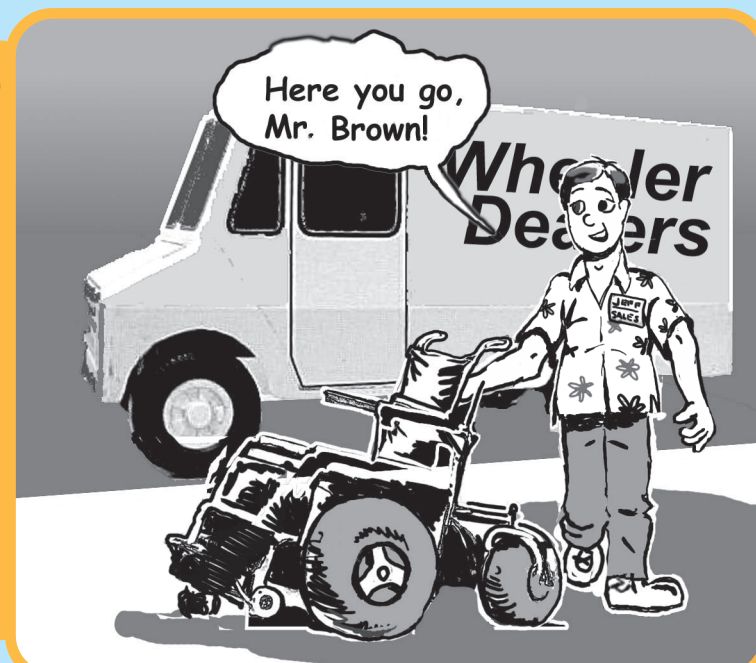


A competent salesperson will ensure that you receive exactly what you ordered.

Wrong orders can and do happen. Educate yourself so you know exactly what you should be receiving.



Thank those who have helped you obtain your AT device. A good relationship with them will help you when you need maintenance and repairs.



## The End



Brace yourself for the unexpected. Knowing the process of funding will help you deal with bumps in the road.

## General Tips to Keep in Mind When Seeking Funding

### Do your homework

Being prepared also means thinking about objections that the funding source could present to your request. While you can't prepare for every objection or excuse that might be presented, you may find it helpful to think up responses for these common excuses for NOT funding assistive technology such as:

- ▶ You are not eligible for services from this agency.
- ▶ Although this kind of device would be optimum for your needs, we are not required to provide that level of service.
- ▶ Talk to your insurance company. This is who should assist you. We can put you on a waiting list.
- ▶ Our professional experts don't agree with your assessment of needs.
- ▶ The law says we can't help you.
- ▶ We would like to provide you funding, but we have limited resources.
- ▶ We are payer of last resort, so come back to us after you have exhausted all other resources.
- ▶ We don't agree these needs could be met by assistive technology.
- ▶ What you want costs too much! We have limits on what we can spend on a single client.

### Praise

- ▶ When someone (a case manager, therapist, durable medical equipment [DME] dealer, etc.) "goes that extra mile" to help your cause, express your sincere thanks and appreciation.
- ▶ Be patient and diplomatic while being persistent and enduring, or stated another way, you should "SPAR"—Show Patience And Respect.
- ▶ Remember: DON'T GIVE UP! Persistence is the most important part of advocacy!

### Communication

- ▶ Communicate in writing whenever possible. Maintain regular contact with the funding source and do not permit time gaps of three or more weeks between communications.
- ▶ Direct letters or calls to the same person each time to encourage a positive working relationship.
- ▶ Thoroughly document all written and verbal communications.
- ▶ Once a day is not impolite to call someone (a case manager, therapist, durable medical equipment [DME] dealer, etc.) that has not returned your phone call.

### Attitude

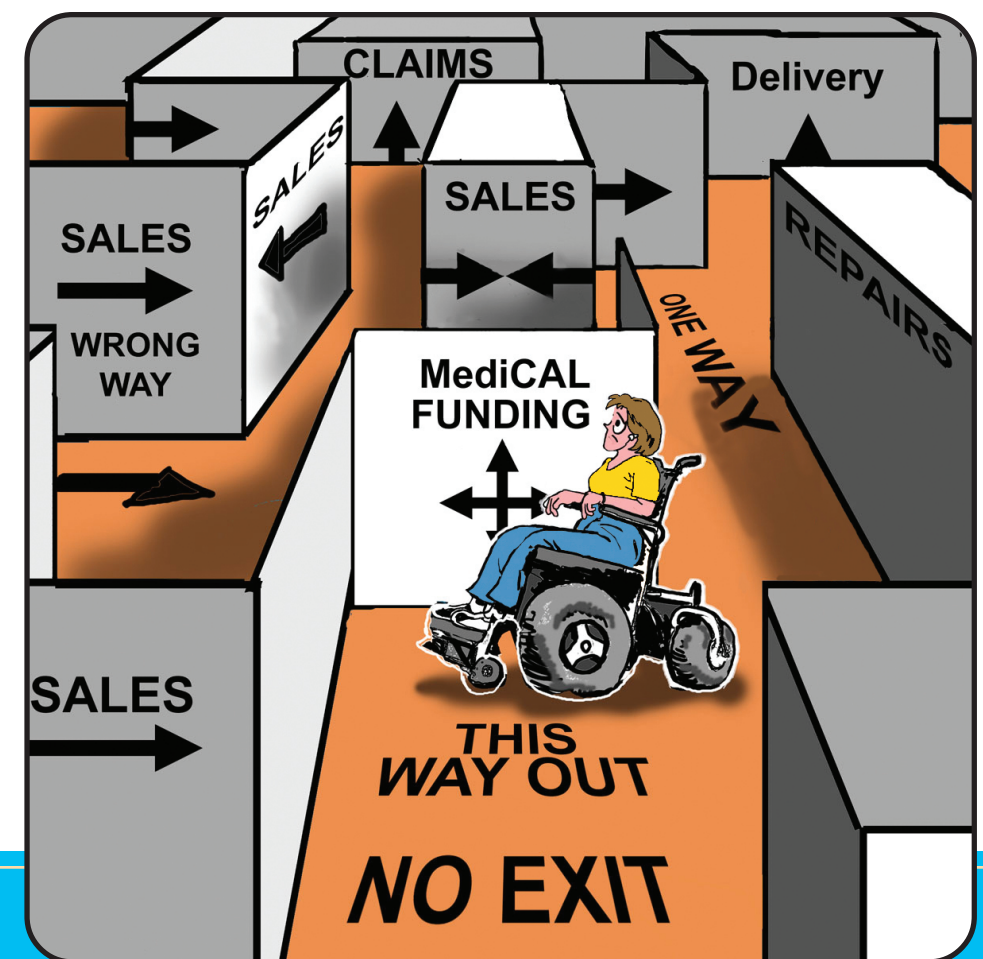
- ▶ Be polite and pleasant, but always business-like.
- ▶ Offer your cooperation and willingness to prove medical necessity.
- ▶ When questioned, try to educate and inform in an assertive fashion.
- ▶ Never threaten with legal action. This is heard often and will not intimidate any agency or insurance company.

These advocacy tips were compiled by the Arkansas ICA organization, and will strengthen your advocacy skills.

## Assistive Technology Funding Tips

For more information on assistive technology vendors and services in California, contact your local AT Advocate or the AT Network at:

1-800-390-2699  
1-800-900-0706 (tty)  
[www.atnet.org](http://www.atnet.org)



A helpful guide for navigating the funding

path for assistive technology devices

National Institute on Research and Rehabilitation (NIDRR), Grant #H133A010702