

Completed by:

Date:

**Information about the order:**

 Equipment:  
 Reason it is being ordered:  
 Diagnosis (include ICD-9 code):

**Important contact information**

 Evaluating therapist:  
 Prescribing physician:  
 Orthotist or DME vendor:  
 Service Coordinator:  
 Insurance company:

*Please note that the entire process can take more than 6 months. Please hold on to this tracking form so that you or your service coordinator will know where to call if there is a hold up with your equipment order.*

Steps	Estimated time	Date done	Who to call if there is a hold-up
(1) Prescription for PT, OT, or Orthotist to determine equipment specifications	Appointment		Prescribing Physician
(2) Determine insurance company's network vendors	Appointment		Insurance company or Vendor
(3) Appointment with PT, OT, Vendor, or Orthotist	3 weeks		Evaluating Therapist
(4) Letter of Medical Necessity to request insurance payment for Durable Medical Equipment	3 weeks		Evaluating Therapist
(5) Physician signature on Letter of Medical Necessity	1 week		Prescribing Physician
(6) Vendor submits paperwork to insurance company	2 weeks		DME Vendor
(7) Insurance review	8 weeks		DME Vendor
<i>* If private insurance denies payment, additional information is submitted by therapist as per insurance company appeal process</i> <i>*Medicaid requires 3 weeks to review resubmissions.</i> <i>*For individuals who have the Medicaid waiver, funds can be accessed if insurance denies payment. Ask your service coordinator.</i>	5 weeks		Evaluating therapist, vendor, Insurance case manager, Medicaid service coordinator
(8) Equipment order placed	2 weeks		DME Vendor
(9) Appointment for equipment delivery and fitting	4 weeks		DME Vendor and Evaluating Therapist
(10) Follow-up visit to evaluate for changes or additional needs	2-4 weeks		DME Vendor and Evaluating Therapist