

# HAVING DIFFICULTY GETTING THE COMPLEX REHAB EQUIPMENT YOU NEED?

## COMPLEX REHAB

Getting the assistive equipment you or a loved one needs can be challenging. This can be especially true for individuals who depend on Complex Rehab Technology (CRT).

CRT is specialized equipment such as individually-configured manual and power wheelchairs, seating and positioning systems, and other adaptive equipment like standers and gait trainers. For additional information on CRT, visit [www.access2crt.org](http://www.access2crt.org).

Here are some common obstacles and suggested solutions for getting what you need.

## COMMON OBSTACLES

There are a number of insurance programs and funding agencies out there, each with different guidelines, coverage criteria, and reimbursement policies for CRT.

### You might hear:

- The equipment is “not covered” by your insurance.
- The “allowed payment amount is not sufficient”.
- You “do not meet the medical necessity criteria”.
- Your claim is still “awaiting prior approval”.

## ADVOCACY OPTIONS

Your CRT provider is an advocate for you and tries to secure coverage as best they can. However, your involvement is important and you can advocate for yourself as well. Here are some options to explore when issues occur:

### 1. Contact Your Insurance

Each insurance program has a customer service number on your I.D. card. If you are having trouble determining who to speak to, your CRT provider can help find a good contact person.

### 2. Contact Congress

Call the Congressional switchboard at 202-224-3121 and they'll help identify and connect you with your Members of Congress. If you prefer email, visit [www.access2crt.org](http://www.access2crt.org) and use the “Find Your Members” links to locate the contact information for your Members.

### 3. Contact Legal Assistance

Most states have advocacy groups or legal agencies that work to assist individuals with disabilities. Look for the “Legal Advocacy Resources” box on the [www.access2crt.org](http://www.access2crt.org) home page for more information.



NCART is a national, non-profit organization whose mission is to protect access to Complex Rehab Technology ([www.ncart.us](http://www.ncart.us)).

To stay current on CRT issues and activities, register for updates at [www.ncart.us/updates](http://www.ncart.us/updates).

