

Repairing AAC Devices - Medicaid

Do not return the device to the manufacturer until you have completed the following steps!

Call the Manufacturer

- ✓ Identify the make, model and serial number of the device.
- ✓ Have the device with you.
- ✓ Call the manufacturer's technical support or customer service number.
- ✓ Work with the manufacturer to determine if device needs to be returned.

If device needs to be sent away for repairs...

Information FROM the Manufacturer

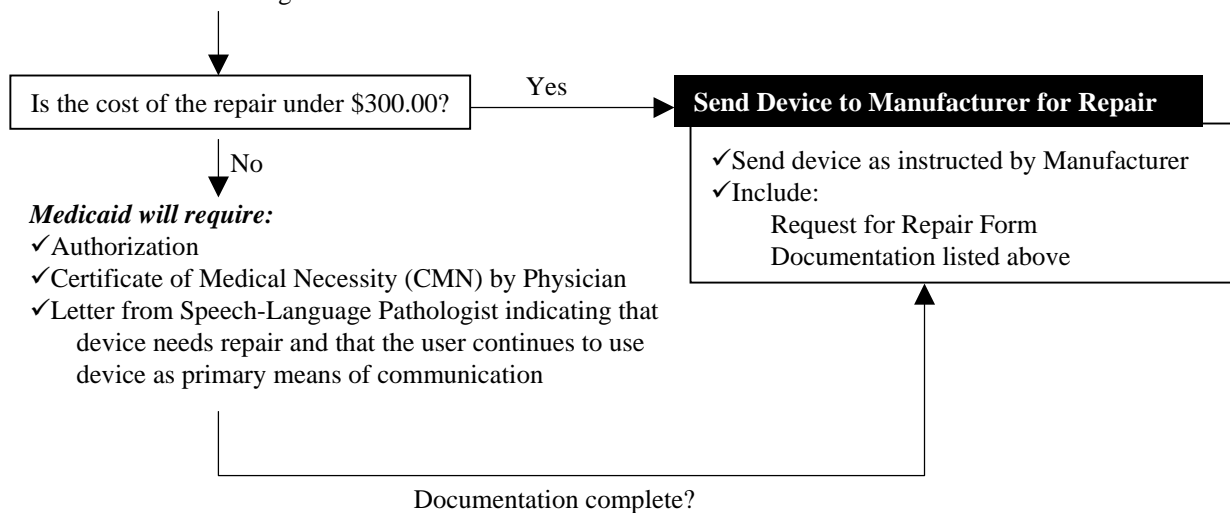
- ✓ Return Authorization Number
- ✓ Instructions for returning the device

Collect Documentation to send TO the Manufacturer

- ✓ Copy of the [Essential Information Form](#)
- ✓ Copy of the AAC [Request for Repair Form](#) (keep a copy for your records)

Coverage dependent on:

- ✓ [Certificate of Medical Necessity](#) sent to vendor by Physician
- ✓ Documentation that current device is still appropriate
- ✓ Manufacturer is enrolled as a DE Provider or repair can be facilitated through a DME vendor who is enrolled



Check the Guide to Funding Resources for Assistive Technology in Delaware for special notes concerning:

- ✓ Exceptions to payment procedures required by specific manufacturers
- ✓ Repair or replacement of batteries
- ✓ Rental devices during repair periods