

Repairing Speech Generating Devices - Medicare

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

- ✓ Original Prescription from the Physician for the repair
- ✓ Letter from a licensed Speech-Language Pathologist stating the need for the repair
- ✓ [Assignment of Benefits Form](#) signed by beneficiary or legal guardian
- ✓ Copy of the Medicare card and any other insurance cards
- ✓ Copy of the [Essential Information Form](#)
- ✓ Copy of the AAC [Request for Repair Form](#) (keep a copy for your records)

Plan for Payment

- ✓ If Medicare did not purchase the device, complete documentation to justify device according to Medicare standards
- ✓ Determine how 20% co-payment will be handled (e.g., Medicaid, end-user)
- ✓ Determine if the manufacturer will accept assignment of benefits for the repair

Send Device to Manufacturer for Repair

- ✓ Send device as instructed by Manufacturer
- ✓ Include:
 - Request for Repair Form
 - 20% co-payment
 - Documentation listed above (e.g., prescription, copy of Medicare card)

Vendor will: *Get pre-authorization from Medicaid, if necessary (for example, when Medicaid is covering the co-payment)*
Repair device
Return device to consumer