

# Assistive Technology



## Protection and Advocacy for Assistive Technology (PAAT)

Do you have the assistive technology (AT) or related services you need to access your community, school, work or home?

AT promotes greater independence by helping people perform tasks that they may otherwise be unable to do. AT can be as basic as a magnifier or as complex as an electronic device. **AT may be in the form of Durable Medical Equipment or Medical Supplies.**

**Durable Medical Equipment (DME)** is equipment and supplies ordered by a health care provider for everyday or extended use. For example: a wheelchair, wheelchair accessories, canes, shower chairs, oxygen equipment, a hospital bed, etc.

**Medical Supplies** are medically necessary, non-durable medical or surgical items such as: feeding tube equipment or catheterization equipment that are used in the home.

PAAT assists people with disabilities who need AT or related services by providing:

- Information and Referrals
- Direct Advocacy
- Training on Self-Advocacy
- Legal Representation

## How do I request durable medical equipment or supplies?

- Go to your doctor to request medical equipment or supplies. If the doctor agrees you need the equipment or supplies, he/she will write a prescription/order.



- Take the prescription/order to a medical supply company or other appropriate vendor.
- If necessary, they will assist you with making arrangements for the appropriate evaluation.
- The results of the evaluation go to the doctor or therapist who then writes the Letter of Medical Necessity/Evaluation Report.
- The vendor will complete the necessary authorization form.
- The doctor must sign the Letter of Medical Necessity/Evaluation Report AND the authorization form.
- The Letter of Medical Necessity/Evaluation Report AND the authorization form are then sent to the Bureau for Medical Services (BMS) or their designee for approval.

## What can I do if I am denied durable medical equipment or medical supplies?

- You should receive a Letter of Denial.
- Identify the reason you were denied.
- You may need to submit additional information,  
OR
- You may request an Administrative Review,  
OR
- You have a right to request a Medicaid Fair Hearing.

**Important Note:** There are different request/response timelines for different levels of administrative reviews and Medicaid Fair Hearings.

Timelines should be identified in the denial letter.



The process is similar if you are using your private insurance company and Medicaid is not involved.

## Who can I call for assistance?

If you are denied or need help, you can contact DRWV toll free at:

**1-800-950-5250**

Please try to have the following information when you contact DRWV:

- The Letter of Denial from Medicaid, preferably no more than thirty (30) days old,
- The Letter of Medical Necessity/Evaluation Report, and
- The name and contact information of the medical supply company you went through to request prior authorization.



**Note:** This is NOT a guarantee that DRWV can assist or represent you. Calls received less than a week before a hearing date may not be considered for representation.

**Disability Rights of West Virginia**  
5088 Washington St. W, Suite 300  
Charleston, WV 25313

304-346-0847 (voice/TTY)  
304-346-0867 (fax)

**800-950-5250**

contact@drowfv.org  
drowfv.org



@drowfv

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**\*Alternate Formats Available on Request**