



Disability Law Center's Self-Advocacy Materials

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Health Care

This document is designed for people with disabilities. The information is about your legal rights and how to advocate for yourself as a resident in Massachusetts.

Contact us to request this information in an alternative format.

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Funding

DLC receives funding from government grants, private foundations, and individual contributions. For details about our funding and programs, please visit:

<http://www.dlc-ma.org/about/funding/>

MassHealth Durable Medical Equipment

You Will Learn About:

- Types Of Durable Medical Equipment
- Requesting Durable Medical Equipment From MassHealth

This document includes general information about legal issues and is intended to be used for informational purposes only. These informational materials should not be taken as legal advice, and do not create an attorney-client relationship. The outcome of any particular matter will depend on a variety of factors. For specific legal problems you would need to contact an attorney.

Types Of Durable Medical Equipment

What Is Durable Medical Equipment?

Durable medical equipment is equipment that you can use at home and is useful because of an illness or injury.

What Are Some Examples Of Durable Medical Equipment?

Some examples of Durable Medical Equipment are:

- Hospital Beds
- Transfer Devices
- Lifts
- Communication Devices
- Wheelchairs, Standing Devices, and Back-up Wheelchairs
- Medical Supplies

Requesting Durable Medical Equipment From MassHealth

Will MassHealth Pay for Durable Medical Equipment?

MassHealth will pay for Durable Medical Equipment if it is approved ahead of time. This is called **Prior Authorization**. To be approved, the equipment must be medically necessary **and** the least costly option to meet your needs.

How Do I Request Durable Medical Equipment?

1. The first thing you need to do is ask your doctor for a prescription.
2. Once you have a prescription, you will need to find a medical equipment supplier.
3. The supplier will do an evaluation and determine what equipment you need.
4. It can help to get a letter from a medical provider saying why you need the equipment. Often these letters come from physical therapists, occupational therapists, or rehabilitation specialists.
5. Once the supplier has all of the needed information, they will submit a prior authorization request to MassHealth.
6. MassHealth will then either approve or deny your request.

How Long Will It Take MassHealth To Make A Decision?

MassHealth should make a decision within 15 days of receiving the prior authorization request. If waiting 15 days puts you at risk, the supplier can request an emergency prior authorization over the phone.

How Will I Know If I Am Approved Of Denied?

MassHealth will send a written notice to you and the medical supplier. The notice will either approve or deny your request. In some cases, MassHealth will defer the decision and request more information. If you are denied, you have the right to appeal the decision. More information on appeals can be found in the “MassHealth Durable Medical Equipment Prior Approval Appeals” document on DLC’s website.