



# Disability Law Center's Self-Advocacy Materials

Updated January 2018

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.

617-723-8455  
800-872-9992  
mail@dlc-ma.org

## 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>

## Wheelchair Repairs for MassHealth Consumers

### You Will Learn About:

- Repairs On Primary Wheelchairs
- Durable Medical Equipment (DME) Providers
- Temporary Wheelchairs

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.

---

## Repairs On Primary Wheelchairs

### Will MassHealth Pay To Repair My Primary Wheelchair?

MassHealth will pay for your repair if you meet **ALL** of these requirements:

- a. You are a MassHealth member.
- b. Your wheelchair is medically necessary.
- c. You use your wheelchair at home and in the community.
- d. Your wheelchair is not under warranty.
- e. The cost of the repair is less than the cost of purchasing a replacement chair.

**Note:** If you have Medicare as well as MassHealth, you may have to get a Medicare coverage denial before MassHealth will pay for repairs.

### Will MassHealth Pay To Repair My Manual Backup Wheelchair?

Yes, MassHealth will pay to repair your backup wheelchair if you are a MassHealth member; you use the wheelchair at home and in the community; and the back-up chair is not under warranty.

### Who Will Pay MassHealth To Repair My Wheelchair?

MassHealth will pay a Durable Medical Equipment (DME) provider that has agreed to participate in the MassHealth program.

### Will MassHealth Pay For Routine Maintenance Of My Wheelchair?

Routine maintenance is included in the MassHealth rate and the Durable Medical Equipment (DME) provider should provide this to you free of charge.

---

## Durable Medical Equipment (DME) Providers

### What Is A Durable Medical Equipment (DME) Provider?

A DME provider is an organization contracted with MassHealth to provide durable medical equipment. One task of the DME vendor is to complete wheelchair repairs.

You can locate a DME provider by visiting <https://masshealth.ehs.state.ma.us/providerdirectory/>. Select "Durable Medical Equipment" from the "Other Healthcare Provider or Facility" drop down menu.

### Will I Require A Prescription Or Letter Of Medical Necessity In Order To Have My Wheelchair Repaired?

As long as MassHealth has already approved the wheelchair as medically necessary equipment, you do not have to obtain a new letter of medical necessity. However, if the repair is estimated to cost more than \$1,000, your DME provider will need to obtain prior authorization. This requirement applies to backup wheelchairs as well.

## How Will I Find Out If The Prior Authorization For The Repair Is Approved?

MassHealth will send a notification to both you and your requesting DME provider, stating whether or not the prior authorization is approved within 15 calendar days from the time that the prior authorization unit receives the request. If the prior authorization is denied, the MassHealth agency must include the reasons for the denial in the notice and will include information on how to appeal this decision. There is more information about how to appeal the decision in the “MassHealth Prior Authorization and Appeal for Wheelchair Repair” document on DLC’s website.

---

## Temporary Wheelchairs

### Will I Have A Temporary Wheelchair To Use While My Own Wheelchair Is Being Repaired Out Of My Home?

If you do not have a backup wheelchair then yes, your DME provider will provide you with a substitute wheelchair that is comparable to the wheelchair that is being repaired. The substitute wheelchair will be considered rental equipment that is covered by MassHealth. If you are currently renting a wheelchair that needs to be repaired, your DME provider will give you a substitute wheelchair that is comparable to your rented wheelchair. Your supplier cannot charge you an extra rental fee for the substitute wheelchair.

### Are There Other Sources For Temporary Wheelchairs?

REquipment may have used and refurbished wheelchairs you can use while your wheelchair is being repaired. For more information, email [info@dmerequipment.org](mailto:info@dmerequipment.org) or call 508-713-9690 | 800-261-9841

### How Can I Be Sure That My Wheelchair Will Function Well When It Is Returned?

Your provider is required to ensure that your wheelchair is free from defects and is in proper working order before it is returned.