

Wheelchair Seating Clinic: Most Commonly Asked Questions

1. Whom is My Vendor?

Your vendor is the company that supplies your wheelchair.

If you have Medicare as your main insurance provider, you need to choose a vendor from Medicare's list.

If you have complex seating needs or have a different insurance provider, you may choose your own vendor.

Vendor: _____

Phone number: _____

Name: _____

Insurance provider: _____

2. Whom do I Call With Questions

Call your vendor if you have questions about:

- the status of your wheelchair
- all paperwork
- how to schedule your home trial.

3. What is the Mobility Evaluation and Why Do I Have to Do it?

You will meet with a physical or occupational therapist and the vendor to:

- determine your current mobility
- figure out your in-home mobility needs
- talk about options for your independence.

Topics to be covered at this visit will include:

- walking
- strength and balance testing
- your day-to-day activities
- body measurements
- wheelchair propelling.

If you want your insurance provider to pay for the wheelchair, you will need to have this evaluation and have your doctor review the results.

4. How Long Will This Process Take? When Will I Get My Chair?

On average, the entire process will take 3 to 4 months* to finish. Once your insurance provider approves the chair, the vendor will order the chair and arrange delivery.

*The time depends on your needs.

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5. How Does Information From Today's Visit Get to My Vendor or Doctors?

Because of privacy law, you need to sign a "release of information" for each person or clinic that you want your information to go to.

People for whom you need to sign release include your referring doctor (if he or she is not an Allina Health provider) and your seating vendor.

6. What is a Home Trial and Why Do I Need One?

A home trial is a way to:

- assess how accessible your home is
- determine your ability to safely use the wheelchair inside your home.

This home trial is required by your insurance provider. It is done with the vendor and may last from an hour to a few days. The length of time depends on your needs.

7. How Long Will it be Until the 'Letter of Medical Necessity' is Finished?

Once all of your equipment needs are known, your physical or occupational therapist writes a letter to your insurance provider to explain your medical needs for the chair.

This letter will be reviewed and signed by your vendor and the doctor. The time it takes to complete the letter is between 2 to 8 weeks and depends on your needs.

8. What is a Face-to-Face Exam? How do I Know if I Need One?

If you want a power scooter or power chair, you will need to schedule a visit with your doctor to talk about your wheelchair needs.

Your vendor will let you know if your insurance provider requires this visit.