Obtaining a prescription is usually the first step when seeking funding for AT through insurance.

Always follow up with your AT provider to ensure that your doctor's prescription has reached the proper person.

When dealing with competent providers your paperwork and prescriptions will move smoothly through the system.

Your paperwork could be stalled along the way. Knowing the steps for your paperwork can avoid situations like this one.

Ask your AT provider to explain the process of your paperwork. Many times, when you are involved it will go more smoothly.

Always find out how long it should take to process your claim. Do not wait weeks to find out why your claim is taking so long.

Get to know the names of the people who will be working on your funding.

Developing a rapport with your AT provider ensures you will be talking to the proper person. Having a name ensures consistency in dealing with your claim.

A competent salesperson will ensure that you receive exactly what you ordered.

Wrong orders can and do happen. Educate yourself so you know exactly what you should be receiving.

Thank those who have helped you obtain your AT device. A good relationship with them will help you when you need maintenance and repairs.

Brace yourself for the unexpected. Knowing the process of funding will help you deal with bumps in the road.
When someone is a case manager

Don’t hesitate to call someone’s case manager if you need assistance with a particular service. They can help you find the appropriate resources and answer any questions you may have. Remember to be persistent and respectful. If the case manager is not available, try contacting a different manager or supervisor. It’s important to communicate effectively and be prepared to provide all relevant information.

Communication

When assessing a situation, it’s important to have open and honest communication. This includes discussing potential obstacles and working together to find solutions. Make sure to follow up with your case manager regularly and provide updates on your progress.

Doing Your Homework

Research and gather information on the technology you are interested in. Look for reviews and testimonials from other users. This will help you make an informed decision about which assistive technology is best for you.

General Tips to Keep in Mind When Seeking Funding

Assistive Technology Funding Tips

For more information on assistive technology vendors and services in California, contact your local AT Advocate or the AT Network at:

1-800-390-2699
1-800-900-0706 (tty)
www.atnet.org

A helpful guide for navigating the funding path for assistive technology devices

National Institute on Research and Rehabilitation (NIDDR), Grant #H133A010702