



FAQ:

“Most Commonly Asked Questions with Wheelchairs in an Iowa LTC Facility”

We feel that our main priority is to provide the proper education to the facilities and therapy groups we work with to help ensure they are up-to-speed with new rules and regulations with wheelchairs in a LTC facility. We hope the FAQ sheet below will help answer your questions. If you have further questions, don't hesitate to call.

FREQUENTLY ASKED QUESTIONS:

- 1. Can Mobilis bill insurance for wheelchairs in a LTC facility?**
Yes, as long as the resident has IA Medicaid, we can provide the chair to help them with their ADL's and bill their claim to IA Medicaid.
- 2. What if our patient does not have IA Medicaid?** No problem. We can address those residents also. We can review their needs on a case-by-case basis.
- 3. What type of wheelchairs can be provided to a resident?**
Custom wheelchairs that are not available at your LTC facility. Custom wheelchairs are any chair that are designed specifically for a resident to enhance their functional independence, positioning and skin integrity.
- 4. How do we start the process of getting our resident a new chair?** All you have to do is call us at the number listed below. Our rehab ATP, Assistive Technology Professionals and Wheelchair Specialists will accept calls direct to their cell phones.
- 5. How does your therapy department justify the need for a new wheelchair?** We provide a list of all items that will need to be justified. At your request, we will assist you in the documentation to help ensure proper justification is compiled.
- 6. What types of ongoing educational assistance will Mobilis provide our therapy staff?** We like to view our staff as an extension of yours. We can help educate your staff on a continuous basis about any medical equipment we provide.
- 7. Will Mobilis provide a trial chair until our resident receives their own?** Absolutely. We feel this type of service may be necessary to provide the permanent appropriate equipment.
- 8. How long will it take to receive the chair?** A lot of this depends on how quickly the documentation can be compiled and sent to the appropriate parties. It depends on the LMN, Dr.'s written order and prior auth. process. In most cases chairs are delivered in 1-2 months from evaluation date.
- 9. Does Mobilis do repairs?** Definitely. We can provide a repair to any patient-owned chair within your facility. The correct medical justification is needed so we can bill Medicaid for the repair.

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