

By Independent Living Coordinators, Society’s Assets

➤ **Selecting a vendor.....**

To locate a company or DME Vendor that sells durable medical equipment, you can use the yellow pages of the telephone directory. Look under **Home Health Care Equipment & Supplies**. You can also contact your Independent Living Center for a list of companies.

➤ **Start by asking....**

- How long will it take to get the equipment?
- What is the process for getting equipment funded?
- Will the equipment be reimbursed by your health insurance, Medicaid or Medicare?
- What is the lifetime expectancy of the equipment?

➤ **Before you buy, ask.....**

- If your equipment has to go in for repair, is a loaner available?
- How does the company service and maintain items like hospital beds or wheelchairs?
- What is the vendor’s return policy?
- What options are there if your health condition changes and the equipment no longer meets your needs (before the lifetime expectancy ends)?
- Will the new equipment work with the equipment you already use?
- Will the new equipment fit into your living space?
- What can you do if equipment is not as expected, or it limits your mobility?

**You have choices!**

- ❖ You can call multiple vendors to see what they have to offer.
- ❖ You can choose which vendor you want to work with.
- ❖ You can choose the equipment that meets your needs.

➤ **If renting your equipment, ask.....**

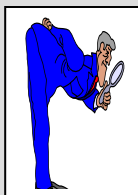
- Under what circumstance will the vendor replace equipment during the time it qualifies as “rental”?
- When equipment reaches the rental cap, what are the pros and cons for purchase versus maintenance contract?

➤ **When purchasing medical equipment remember.....**

- If the vendor “accepts assignment” it means they accept what Medicaid/Medicare will pay for the equipment. Do not agree to pay for any additional cost.
- Ask for the prior authorization number, or the purchase order number, so you can check on the status of the equipment.

➤ **Upon delivery, ask yourself.....**

- Is it what you ordered?
- Does it work for you? Take time to fully inspect the equipment.
- Ask for a demonstration so you know how to use the equipment.



**Keep Good Records**

- ✓ The Vendor’s Name and Phone Number (For Each Piece of Equipment)
- ✓ Copies of the Contract, Invoice and Agreements
- ✓ The Manufacturer’s Name, Equipment Model and Serial Numbers and Warranty Information



**Wisconsin's Motorized Wheelchair Lemon Law, Section 134.87 of the Wisconsin Statutes.**

This law applies to new three or four wheeled scooters, and new motorized wheelchairs. Keep **ALL** repair invoices

for each time a repair attempt has been made, even if the vendor could not fix or diagnose the problem. For additional information you can contact Society's Assets, Inc., or the Governor's Committee for People with Disabilities (608) 266-5378, (608) 267-2082 TDD.

**Definitions**

- ❖ **A Durable Medical Equipment Vendor (DME)** - A company that sells medical equipment and supplies.
- ❖ **Durable medical equipment is;**
  - used primarily for medical purpose;
  - Necessary for the diagnosis or the treatment of the illness, or disease;
  - Designed to be able to withstand prolonged use, i.e. that the equipment is durable;
  - Primarily used for the home.
- ❖ **Rental Cap** – The maximum length of time you can rent equipment.
- ❖ **Lifetime Expectancy** -The length of time before insurance will pay for a replacement.



**Medicaid & Medicare**

Medicare and Medicaid have a hotline number to call when you experience payment discrepancies.

**Medicaid Fraud Hotline**  
☎ 1-800-363-3002

**Medicare Fraud Hotline  
Part B 1**  
☎ 1-800-888-9063

**Good Communication is Important!**

Communication is a two-way process. The sales and service staff should be respectful and courteous and the customer should do the same. If you are unhappy with the services, do not be afraid to contact the manager or owner of the company.

*The listings on this Info Sheet should in no way be construed to constitute an endorsement of an agency or organization or its service, nor should exclusion be construed to constitute disapproval. The information, which appears in this publication, was provided by the agencies/organizations listed above.*



[www.sai-inc.org](http://www.sai-inc.org)  
info@sai-inc.org

**Racine Office**  
5200 Washington Ave. #225  
Racine, WI 53406  
(262) 637-9128 V/TTY  
(800) 378-9128 V/TTY

**Kenosha Office**  
5727 6<sup>th</sup> Ave  
Kenosha, WI 53140  
(262) 657-3999 V/TTY  
(800) 317-3999 V/TTY

**Elkhorn Office**  
615 E. Geneva Street  
Elkhorn, WI 53121  
(262) 723-8181 V/TTY  
(800) 261-8181 V/TTY

**Alternative Format Available Upon Request**