

Getting Started with UnitedHealthcare® Commercial Insurance

Regarding Durable Medical Equipment, UnitedHealthcare insurance plans have recently started stating “Benefits for the purchase of these devices are available only after completing a required 3-month rental period.” We want you to be aware of this requirement as early in the process as possible, so we can navigate these requirements efficiently. Tobii Dynavox does provide rental equipment for these extended time periods if it is an insurance requirement.

Before Renting Equipment..



Knowing your plan type.

Is your plan provided by your employer, Medicaid, or Medicare? The rental requirement is predominately seen in Private plans. This excludes plans that are Medicare HMOs and Medicaid Managed Care.

Where is this information provided?

This rental requirement can be found by checking in your Benefits Booklet or Certificate of Coverage. If you do not have a copy of this, and your coverage is employer-provided, the HR department at your employer may have access to this. Tobii Dynavox and its consultants do not have access to these benefits.



Who Can I Ask?

We recommend calling Member Services for your plan. This phone number can be found on the back of your Insurance card. Speech generating devices are billed under the HCPC (pronounced HIK-PIK) code E2510. The representative can check for this code in addition to “Durable Medical Equipment Benefits” to see if any exclusions or rental requirements exist.

What is Needed?

If Tobii Dynavox rental equipment is needed for any time period beyond 30 days, a Client Information Form, Prescription, Letter of Medical Necessity, Chart Notes, Release of Information, Extended Rental Contract, SLP Evaluation and Rental Addendum would be needed. Please ask your Solutions Consultant for the Extended Rental Contract if you are needing an extended rental!



After Renting Equipment..



What is considered a rental?

The 3-month rental period can be a combination of/and recommended device trials and software trials. As long as a cumulative time period of 3 months has been completed, the requirement is fulfilled. *Example: You trial a TD I-110 for 30 Days and use an iPad with TD Snap software for 60 additional days.*

What is Needed After the Rental?

After the 3-month rental has been completed, your Speech Language Pathologist will need to write a 3-month addendum. This document should summarize that the rental requirement has been fulfilled. *SLPs, if you need any guidance writing this, please let us know – we have templates and samples!*

