

How To Verify Durable Medical Equipment (DME) Benefits: Simple Steps & Tips

As an insurance policy holder, one of the first steps you can take is understanding the DME benefits of your insurance plan. The best way to do that is to contact your insurance company to determine if a Speech Generating device (SGD) is a covered benefit.

An SGD is normally a covered benefit under your DME Benefits; however, it is important to verify this information and/or find out if there are any exclusions on your plan. Here are some general guidelines to help you verify your DME benefits with your insurance company.

Please note: In the event the insurance company states there is an exclusion on your policy, make sure you contact your local Solutions Consultant. We are happy to guide you to alternative options if needed!

Step 1: Gather Information

Before you call your insurance company, have the following information:



- Insurance card
- Identification number
- Group number
- Client (end user of device) & diagnosis
- Procedure code for the equipment (normally covered by your DME benefits):
 - E2510: Tobii Dynavox speech generating device
 - E2512: Mounting System
 - E2599: Accessories (ex: switches, eye gaze units, and/or keyguards)
- NPI (National Provider Identifier) and/or Tax ID of the servicing provider:
 - NPI: 1831263110
 - Tax ID: 522280045
- Address of the servicing provider:
 - Tobii Dynavox - 2100 Wharton Street, Suite 400, Pittsburgh, PA 15203

Step 2: Contact Your Insurance Company

The policyholder (or authorized family member) will need to call member services. The phone number for member services can usually be found on the back of the insurance card.

- Once you have an insurance representative on the phone, they will ask a few identifying questions such as the client's identification number, date of birth, medical and/or speech diagnosis, etc.
- If the representative states there is a copayment, a Funding Consultant from the Tobii Dynavox Funding Team will contact you prior to shipping out the equipment to discuss payment options.
- **Please note:** Most insurance plans have both in and out of network benefits. Your co-insurance may be different if Tobii Dynavox is considered in-network or out-of-network. If out-of-network, we may be able to negotiate a single case agreement with the insurance company for in-network benefits. This can cause some delay of the funding authorization process.



Step 3: Ask Additional Questions



Ask your insurance company the following additional questions:

- Is there a lifetime maximum or payment cap?
- Are there any restrictions or exclusions on this plan for the client's specific diagnosis?
 - *For example*, are there any exclusions on this plan for Autism?
- If a previous device was obtained, confirm if the client is eligible for new device. Some policies only allow one speech generating device per lifetime or one speech generating device every 5 years.
- Obtain the name of the insurance representative and a call reference number for your records.

Other Important Information

Once the completed application is received by the Funding Department, we will also contact your insurance for a benefit check. Then, we will work directly with the insurance company to begin the medical review process in the event your plan requires prior approval. For more information on what documents are required, please visit [Tobii Dynavox Funding](#).

- Please keep in mind your insurance company is providing you with an estimate of your benefits. Benefits are subject to change during the funding process. If your benefits change, please contact the Funding Department. Prior authorization is not a guarantee of payment.
- Some hidden exclusions may be found during the submission process. If this is the case, someone from the Tobii Dynavox Funding Team will reach out to discuss other alternative options.
- If there is a copayment due, a Funding Consultant from the Tobii Dynavox Funding Team will reach out to discuss payment options prior to shipping out the equipment.
- The date of service is when the equipment is shipped.

