



Jordan Anderson

Fellowship Project:

Medicaid Policy Changes

Host name & organization name:

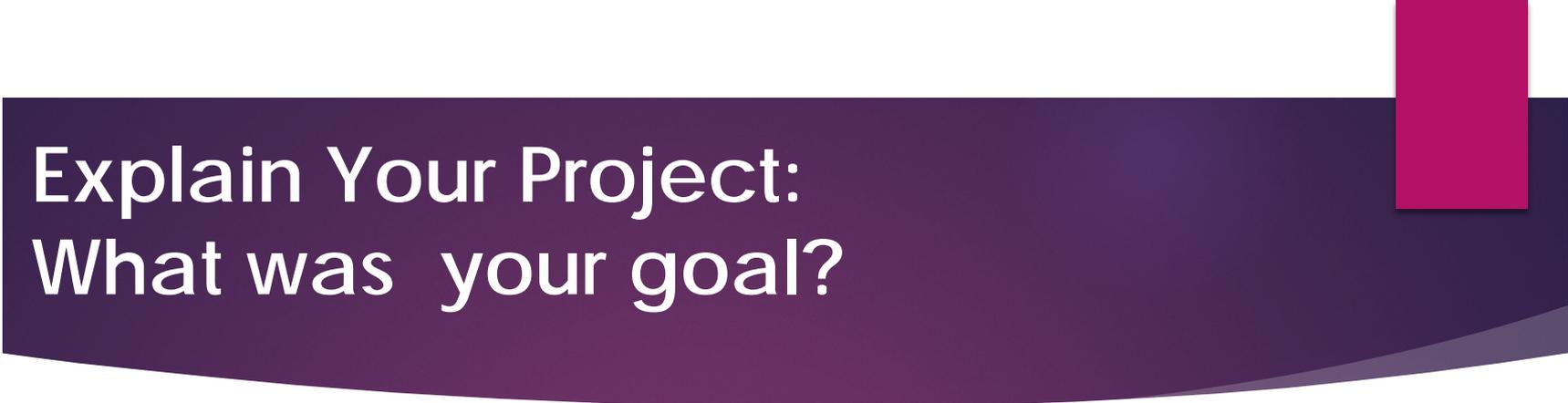
Jenny Neugart

WI Board for People with
Developmental Disabilities

State: Wisconsin

Project Summary

- ▶ Study the process for getting durable medical equipment
- ▶ Find ways to lessen the time it takes to get equipment
- ▶ Look at the training required for rehabilitation specialists/seating specialists
- ▶ Develop ideas to attract more people to the field



Explain Your Project: What was your goal?

1. Do a survey to find out other people's experiences with getting equipment.
2. Improve Medicaid policies so the process moves faster .
3. Get more rehab specialists in the field so people don't get stuck at home waiting for repairs.

Big Activities and Accomplishments

How did you reach your goal ?

- **Talked to a lot of people!**
 - Governor and other legislators, people with disabilities, community leaders, rehab specialists, therapists, doctors, teachers and more!
 - Each conversation moved me closer to my goal.



Me with Governor Evers

Big Activities and Accomplishments

How did you reach your goal ?

- **Created a survey to find out about other people's experience.**
 - 50 people responded



SARTAC
Self Advocacy and Beyond

Obtaining Durable Medical Equipment Survey

Big Activities and Accomplishments

How did you reach your goal ?

- Spoke at several conferences



Big Activities and Accomplishments

How did you reach your goal ?

- Got my wheelchair!
 - Took a full year
 - Had to pay out of pocket for the seat elevation



Resources



Tips for Getting Durable Medical Equipment: From One Self-Advocate to Another

The following tips are from a 2022 SARTAC Fellowship project. I was getting my own power wheelchair and having a hard time. I wanted to find out what other people were experiencing and try to find a way to make it easier for people to get durable medical equipment. The process is long and some people get stuck at home waiting for a new wheelchair or a repair. Other people can't work or end up with bed sores. Here are some tips I learned along the way.

1. **Be persistent.** Follow up regularly to keep the process moving.
2. **Write a letter.** A letter to the insurance company or to the head of the agency explaining your situation can help.
3. **Make it personal.** Include a picture with your letter and explain how hard it is waiting for this equipment. Anything to remind them that you're not just a case number, you're a person.
4. **Talk to your legislator.** Legislators can get things moving and may make some of their own phone calls on your behalf. In the long run, they can look at ways to improve the process.
5. **Appeal.** Always use this option. You may have to do it several times. It's worth the time it takes.
6. **Grow your network.** Get as many people as possible to support you like your social worker, doctor, physical therapist, seating specialist, etc.
7. **Learn from others.** Talk to people who have gone through this and ask them what worked for them.
8. **Do your research.** Know what type of equipment you need so you can be a better advocate.



Tips to help you get your durable medical equipment faster.

How did you create the resource?

- Talking to other people who have gone through the process.
- Thinking through my own experiences.
- Brainstormed a list of tips.

How can it be used by self advocates?

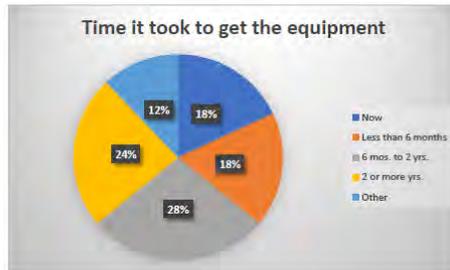
- The tips can help make the process easier, faster and know where to start.
- The tips will give people a sense of direction and advice.

Resources



2022 Durable Medical Equipment Survey Summary
By SARTAC Fellow, Jordan Anderson of Wisconsin

50 people from 12 states completed the survey.



Most Common Types of Equipment Requested:

Wheelchairs (standing, power, manual): 28

AAC Device: 14

Walker/Crutches: 16

Other equipment: shower chairs, CPAP, parts, hand controls, adaptive eating equipment, hospital bed, Hoyer lift, oxygen

Survey & Summary Report

Summary of what was
learned from the DME survey

How did you create the resource?

- Brainstormed a list of questions we wanted to know more about.
- Reached out to my wheelchair specialist about the questions.
- Used Survey Monkey to collect the data.

How can it be used by self advocates?

- There are stories and recommendations that could be helpful.
- Self-advocates could share the summary with decision-makers.

Resources



Durable Medical Equipment Presentation Outline

- 1) Introduce yourself
 - a) Name
 - b) Where you're from
 - c) Disability (if you're comfortable)
 - d) A couple hobbies or interesting facts about yourself
- 2) Get the audience engaged
 - a) Ask a quick question to get their attention
 - i) For example, have you ever experienced a sprain or broke a bone?
- 3) Share your story
 - a) Barriers
 - b) Struggles
 - c) How long it took to get your equipment
 - d) Did it impact you working, going to school, your health, etc.
- 4) Talk about the steps you took to move the process forward
 - a) Talked to people like legislators, doctor, rehabilitation specialists
 - b) Appealed
 - c) Called the insurance company
- 5) Talk about who supported you along the way and what they did to help
 - a) Parents helped make a lot of calls
 - b) Doctors updated prescriptions
 - c) Legislators looked into Medicaid policies
- 6) Share tips that could be useful for others to know.
 - a) Appeal, make your story personal, do research, etc.
- 7) Share the outcome.
 - a) Hopefully you received your equipment by now. Save the best for last. Be sure to have lots of pictures if you're virtual. If you are in person, you could even give a demonstration. For example, my power wheelchair has a seat elevation feature I could show.
- 8) Allow time for questions.



Presentation Outline

To guide self-advocates on giving presentations on DME

How did you create the resource?

- I speak at conferences a lot, so I wrote down the things I usually cover during presentations.

How can it be used by self advocates?

- Self-advocates can simply fill in the outline with their own information.
- It can be easily changed to fit just about any presentation.
- It can be shared with other self-advocates and organizations.