



SARTAC

Self Advocacy and Beyond

Obtaining Durable Medical Equipment Survey

The following survey is to inform a project being worked on by Jordan Anderson, a self-advocate from Wisconsin, who was selected as one of only six 2022 Fellows for SARTAC (Self-Advocacy Resource and Technical Assistance Center). The SARTAC Fellowship is a year-long opportunity for self-advocates to develop and grow their skills as leaders in the self-advocacy movement. Your participation in the survey is completely voluntary.

When people with disabilities need durable medical equipment, there can be challenges such as the length of time the process takes, lack of providers, and insurance denials. This project will examine the process for getting durable medical equipment such as wheelchairs, walkers, oxygen, Augmentative and Alternative Communication (AAC) device, Hoyer lifts and hospital beds to find ways to streamline the time it takes from needing the equipment to using the equipment. The project will also look for ways to attract more rehabilitation specialists to the field to better manage the volume of repairs that can leave people with disabilities stuck at home waiting for extended periods of time due to a lack of providers.

* 1. First Name

* 2. Last Name

* 3. In what city do you live?

* 4. In what state do you live?

* 5. When was the last time you obtained durable medical equipment?

- In the process right now
- Less than 6 months ago
- 6 months to 2 years ago
- More than 2 years ago
- Other (please specify)

* 6. What equipment did you receive (check all that apply)?

- Standing Wheelchair
- Power Wheelchair
- Manual Wheelchair
- Hoyer Lift
- Hospital Bed
- Oxygen
- Augmentative and Alternative Communication (AAC) Device
- Loft Strand Crutches
- Walker
- Other (please specify)

* 7. How was your most recent durable medical equipment paid for (check all that apply)?

- Medicaid
- Medicare
- Private Insurance
- Combination of the above
- I'm not sure
- Other (please specify)

* 8. How would you rate your last experience obtaining durable medical equipment?

- 1 - awful
- 2
- 3 - ok
- 4
- 5 - pretty easy

* 9. Approximately how long did the process take from start to finish?

- Less than a month
- 2-4 months
- 5-7 months
- 8-10 months
- 11-12 months
- More than a year
- Other (please specify)

* 10. How many denials did you receive throughout the process? A denial means the insurance company said "no" or "they would not pay" for something that required you to go back to your doctor or medical equipment provider and adjust your order.

- 0 - I received no denials
- 1
- 2
- 3
- 4+

Please comment:

11. Approximately how long do you think the denial delayed the process? If you received more than one denial, estimate how long you think all the denials delayed the process.

- At least a week
- 1-3 weeks
- 1 month
- 2 months
- More than 3 months

Please comment:

12. If you received a denial, did you appeal it? Appealing a denial means you ask them to review the request again.

- Yes, but it was still denied
- Yes and they approved the appeal so I could move forward getting my equipment
- No, I did not appeal
- I'm not sure

Please comment:

* 13. If you have ever experienced needing a repair on your durable medical equipment, about how long did you have to wait to get the repair done to your satisfaction?

- 1-3 days
- 1 week
- 2-3 weeks
- More than a month
- I haven't needed a repair yet

Please comment:

14. Did waiting for a wheelchair repair ever cause you problems such as missing school or work, not being able to leave your house for several days, etc.?

- Yes
- No
- I don't remember

Please comment:

15. If waiting for a wheelchair repair caused you a problem, please share what you experienced.

16. Do you have ideas for making this process easier for people with disabilities? If so, please provide your thoughts below.

* 17. Would be willing to share your story about obtaining durable medical equipment? If so, Jordan will schedule a time to talk to you.

- Yes (Please complete the contact information below)
- No

Please comment:

18. Phone Number (if you would like to share your story)

19. Email (if you would like to share your story)