



Quick Reference Guide for Deferrals and Denials

Medicaid, Medicare, Private Insurance, and/or Tricare

There are times when a health insurance company will either **defer** or **deny** the request for a speech generating device. This quick reference guide provides helpful information about next steps if this occurs.

DEFERRALS

What is a deferral?

A deferral is when the health insurance company holds off on making a decision on authorizing the request for a speech generating device because it needs more information.

What can I do if the request is deferred?

Step 1: Make sure you have received a written/official deferral from the health insurance company via the family or Tobii Dynavox.

If **YES**, proceed to Step 2.

If **NO**, please call, email, or fax the health insurance company requesting a written/formal deferral.

If the health insurance company will not provide a written/formal deferral, please contact the Tobii Dynavox funding department.

Step 2: Make sure all involved and authorized parties are aware of the deferral:

- Funding Consultant
- Appeals Specialist
- Solutions Consultant
- Client/Client's Family/Guardian
- Evaluating Speech Language Pathologist (SLP)

Step 3: Read and understand the contents of the deferral.

The deferral typically includes:

- Deferral Statement
- Deferral Reason
- A process for responding to the deferral
- A timeline for responding to the deferral

Note: It is critically important to respond within the designated timeline.

Step 4: Take action.

With help from the Tobii Dynavox Appeals Specialist, respond to the deferral.

Typically, the evaluating SLP will need to provide an addendum to the evaluation that addresses the reason for deferral. Follow all guidelines and timelines outlined in the written deferral. Submit all necessary documentation in a timely manner.

For most health insurance companies, our Appeals Department can file the deferral response paperwork on your behalf, but you must work closely with the Appeals Specialist to ensure that they have the correct information to submit.

Once the response to the deferral is submitted, wait for a response from the health insurance company. At this point, the health insurance company may approve, defer again or deny the request.

If the Appeals Department has submitted the deferral response and does not hear back from the health insurance company within 30 days, we will contact the health insurance company. If someone else (SLP or another party) submitted the deferral response and has not heard back from the health insurance company within 30 days, they should contact the health insurance company.



DENIALS

What is a denial?

A denial is when the health insurance company makes the decision NOT to authorize payment for the requested speech generating device.

What can I do if the request is denied?

Step 1: Make sure you have received a written/official denial from the health insurance provider.

If **YES**, proceed to Step 2.

If **NO**, seek help from your Tobii Dynavox Funding Department by calling or emailing at 800-344-1778 or funding@tobiidynavox.com. They can assist in contacting the insurance provider to help facilitate a copy of the denial letter. It is very important to obtain this letter, as it details the timeline to file an appeal.

Step 2: Make sure all involved and authorized parties are aware of the denial.

- Funding Consultant
- Appeals Specialist
- Solutions Consultant
- Client/Client's Family/Guardian
- Evaluating Speech Language Pathologist (SLP)

Step 3: Read and understand the contents of the denial. The denial typically includes:

- Denial Statement
- Denial Reason
- A process for appealing the denial
- A timeline for appealing the denial

Note: It is critically important to complete the appeal within the designated timeline.

Step 4: Take action. Submit a written appeal or complete a peer-to-peer review. **Please note that a peer-to-peer review is not always offered as an option and it does not replace or constitute a written appeal.

Tobii Dynavox has an Appeals Department that is able to assist in written appeals as well as guidance on scheduling peer to peer reviews. Please contact us directly to discuss how to process your appeal.

Our Appeals Department also offers being able to support with the resources required by various payers, rather than calling out specific letters we don't use for most appeals.

For private insurance appeals, our Appeals Department may be permitted to submit on your behalf, but we will need an Appointment of Representative Form that grants us permission to act on your behalf. There are instances where we are not permitted to file the appeal paperwork for you, but we will guide you through the process.

For Medicaid and Medicare – our Appeals Department can, in most cases, but not all, file the appeal paperwork for you.

Peer-to-Peer Review

If offered in the denial notice, a peer-to-peer review phone call can be done by the SLP or prescribing physician. The SLP may be allowed to complete the peer-to-peer review, or the prescribing physician may be required to do it. If the physician must do it, please ask him/her to do so and prepare him/her to respond

effectively to the reasons for denial. The SLP should provide the physician with the correct rationale and wording to explain why denial is not appropriate for the patient.

If the denial is not overturned by the peer-to-peer review or it is not available, the SLP should submit a written appeal. The peer-to-peer does not impact the deadline for appeal filing found in the initial denial. If a written appeal is not submitted by the deadline, the appeal deadline can lapse, and appeal rights are lost.

The Appeal is Won!

Once all funding paperwork is complete, your Funding Consultant will confirm the shipping address and place an order.

Once the device arrives, contact your Tobii Dynavox Solutions Consultant for training on device setup, operation, and implementation. To find your consultant, please visit <https://www.tobiidynavox.com/en-US/about/find-a-sales-consultant/>

The Appeal is Lost

If the appeal is lost, and the client/client's family wants to continue to pursue funding, please contact the Tobii Dynavox funding department to discuss options and how we may be able to help with the next steps.