



Having Difficulty Getting the Complex Rehab Equipment You Need?

What is Complex Rehab Technology (CRT)?

Getting the assistive equipment you or a loved one needs can be challenging. This can be especially true for people who depend on Complex Rehab Technology (CRT).

CRT is specialized equipment such as customized manual and power wheelchairs, seating and positioning systems, and other adaptive equipment like standers and gait trainers. For additional information on CRT, visit www.access2crt.org.

This handout contains some common obstacles and suggested solutions for getting what you need.

Common obstacles to getting CRT

There are many insurance programs and funding agencies out there, each with different guidelines, coverage criteria, and reimbursement policies for CRT. You might hear:

- The equipment is “not covered” by your insurance.
- The “allowed payment amount is not sufficient”.
- You “do not meet the medical necessity criteria”.
- Your claim is still “awaiting prior approval”.

What can I do?

Your CRT provider is an advocate for you and tries to secure coverage as best they can. However, your involvement is important and you can advocate for yourself as well.

Here are some options to explore when issues occur:

- 1. Contact your insurance company:** Your insurance program provides a customer service number on your ID card. If you are having trouble determining who to speak to, your CRT provider can help find a good contact person.
- 2. Contact congress:** Call the Congressional switchboard at (202) 224-3121 and they'll help identify and connect you with your Members of Congress.
- 3. Get legal assistance:** Most states have advocacy groups or legal agencies that work to assist individuals with disabilities. Look for the "Legal Advocacy Resources" box on the www.access2crt.org home page for more information.

Adapted from: © 2021 Access2CRT. All rights reserved.

Disclaimer: This document contains information and/or instructional materials developed by Michigan Medicine for the typical patient with your condition. It may include links to online content that was not created by Michigan Medicine and for which Michigan Medicine does not assume responsibility. It does not replace medical advice from your health care provider because your experience may differ from that of the typical patient. Talk to your health care provider if you have any questions about this document, your condition or your treatment plan.

Patient Education by [Michigan Medicine](#) is licensed under a [Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International Public License](#). Last Revised 03/2021