



**DURABLE MEDICAL EQUIPMENT (DME),  
SUPPLIES, AND REPAIRS THROUGH MEDICAL ASSISTANCE**

**PLEASE NOTE: THIS INFORMATION IS NOT INTENDED TO BE  
LEGAL ADVICE APPLICABLE TO SPECIFIC FACTUAL SITUATIONS.**

This fact sheet is designed to provide general answers to a few commonly asked questions about payment for durable medical equipment (DME) and repairs by Medical Assistance (Medicaid).

**Does Medical Assistance pay for durable medical equipment and repairs?**

You have rights if you are on Medical Assistance (Medicaid).

Medical Assistance (Medicaid) is government-funded health insurance for low-income children and adults, including many persons with disabilities. Medicaid includes ACCESS, ACCESS Plus, and Medical Assistance managed care health plans (HealthChoices and voluntary managed care). Medical Assistance pays for durable medical equipment, such as motorized and manual wheelchairs, walkers, standing devices, and patient lifts. Medical Assistance also pays for most repairs or replacement parts even if you did not use Medical Assistance to buy the equipment.

Like all other Medical Assistance providers, a durable medical equipment (DME) or other medical supply provider that is enrolled in Medical Assistance can only ask you to pay the Medical Assistance copayment (usually not more than \$6), if any is due. Also, the provider is not allowed to charge supplementary payments—like delivery fees, service charges such as charges for a home visit to pick up or repair equipment or advanced payments/deposits. Also, the provider can bill you only if the provider informed you ahead of time that Medical Assistance would not pay for the service.

If you have Medical Assistance (Medicaid), you are protected by these Medical Assistance rules even if you also have Medicare or other health insurance.

### **What if I also have Medicare or other health insurance?**

Medicare (or other health insurance) must first pay before Medical Assistance will pay. Medical Assistance then covers coinsurance, copays, and deductibles charged by Medicare (or other health insurance). Medical Assistance may also pay for items that Medicare (or other health insurance) does not cover.

A Medical Assistance provider cannot refuse to provide you with durable medical equipment or a repair because you have both Medical Assistance and Medicare (or other health insurance). The provider cannot require you to pre-pay for the equipment or repair. For adults, the provider generally must first bill Medicare (or other health insurance) and then bill Medical Assistance for any remaining charges. For children, Medical Assistance generally pays for the service and then seeks payment from Medicare (or other health insurance). The provider is responsible for seeking any required prior authorization from Medical Assistance.

### **You can get help if you need it.**

If you have Medical Assistance (Medicaid), you may need help with a durable medical equipment (DME) or other medical supply provider that is enrolled in Medical Assistance. This may include needing help when the provider charges you directly for services or needing help getting a refund of supplementary payments.

You may contact the Department of Human Services-Office of Medical Assistance Programs for help:

- 1) For general concerns regarding provider actions, such as being billed for services, you can contact the Office of Medical Assistance Programs (OMAP) Call Center. The number is 866-542-3015 (voice) or 877-202-3021 (TTY).

2) For concerns that, from your perspective, may indicate provider fraud or abuse, you can contact the OMAP Provider Compliance Hotline. The number is 866-379-8477 (voice and TTY).

## **Contact Information**

If you need more information or need help, please contact Disability Rights Pennsylvania (DRP) at 800-692-7443 (voice) or 877-375-7139 (TDD). The email address is: [intake@disabilityrightspa.org](mailto:intake@disabilityrightspa.org).

The mission of Disability Rights Pennsylvania is to advance, protect, and advocate for the human, civil, and legal rights of Pennsylvanians with disabilities. Due to our limited resources, Disability Rights Pennsylvania cannot provide individual services to every person with advocacy and legal issues. Disability Rights Pennsylvania prioritizes cases that have the potential to result in widespread, systemic changes to benefit persons with disabilities. While we cannot provide assistance to everyone, we do seek to provide every individual with information and referral options.

**IMPORTANT: This publication is for general informational purposes only. This publication is not intended, nor should be construed, to create an attorney-client relationship between Disability Rights Pennsylvania and any person. Nothing in this publication should be considered to be legal advice.**

**PLEASE NOTE: For information in alternative formats or a language other than English, contact Disability Rights Pennsylvania at 800-692-7443, Ext. 400, TDD: 877-375-7139 or [intake@disabilityrightspa.org](mailto:intake@disabilityrightspa.org).**