



January 24, 2011

Dear AmeriHealth Mercy Provider,

Effective February 1, 2011, AmeriHealth Mercy Health Plan will add another vendor to acquire mobility systems for our members. We are excited to partner with these vendors to provide our members the proper fit, function and customer satisfaction for their mobility needs.

- **Capstone Mobility Group (CMG)** is a network of providers anchored by National Seating and Mobility and ATG Rehab, dedicated exclusively to providing wheelchairs and rehab products throughout the United States. CMG prides itself on having some of the shortest delivery times for its products in the mobility industry.
- The other vendor is **Abet Medical** which has been a long-time participating provider for our members requiring mobility systems.

Requesting a Custom Wheelchair Evaluation from Capstone

- Please complete the AmeriHealth Wheelchair Fax Requisition Form and fax it to Capstone Mobility Group, Inc., at (423) 370-1337. The request for new wheelchairs and repairs will no longer be initiated at AmeriHealth Mercy for Capstone customers.

Requesting a Custom Wheelchair Evaluation from Abet Medical

- Please provide Abet Medical with a prescription for the evaluation and treatment of the member. Fax this information to Abet Medical at (215) 657-4282. They will coordinate the seating evaluation and submit the request to AmeriHealth Mercy.

All wheelchair-related forms are available in the Provider Center on the AmeriHealth Mercy Website at <http://www.amerihalthmercyhp.com/> under the Provider Forms section. If you have any questions about how to use the forms, please call AmeriHealth Mercy's DME Department at 877-693-8271 ext 83465.

Post request submission

- In most instances, our vendors will schedule an assessment of the member's needs at the member's residence. You will receive confirmation that the assessment will be scheduled. In those instances where a seating clinic is most appropriate, a seating clinic referral will be made by AmeriHealth Mercy.
- Following the assessment, the recommendation of the rehabilitation therapist will be forwarded to an AmeriHealth Mercy contracted wheelchair vendor, who will contact you with a complete prescription for the equipment being ordered.



- **When you receive the complete prescription, please sign and return to the vendor as soon as possible.** If there is a discrepancy between your request and the rehabilitation therapist's recommendations, the vendor will contact you.

Time Frame for Members to Receive a New Wheelchair

Generally, the time frame for custom durable medical equipment is:

- The wheelchair on-site assessment will be completed within two (2) weeks after the vendors receive a doctor's request.
- The wheelchair vendor visit and prescription submission will be within three (3) weeks after the wheelchair evaluation

In order to complete the wheelchair approval process in a timely manner, it is essential that you sign and return the prescription for the equipment being ordered to the wheelchair vendor as soon as you receive it.

- The wheelchair delivery will be within eighty-five (85) days after the prescription has been approved.
- Sometimes certain parts are not available, and it can take longer than expected to build the wheelchair. It may also take longer if the wheelchair is very specialized. If there is a delay, the vendor will notify the member of the expected time frame for completion.

If you have any questions regarding wheelchairs, please call AmeriHealth Mercy's DME Department at 1-877-693-8271 ext 83465. As always, we thank you for your commitment to AmeriHealth Mercy members and for your continued participation in our network.

Sincerely, .

A handwritten signature in black ink that reads "Stephen E. Orndorff".

Stephen E. Orndorff
Associate Vice President
Provider & Community Affairs