

## THE INSURANCE PROCESS

# FUNDING ROAD MAP

Funding can seem like a big hurdle, but our dedicated funding staff works behind the scenes to make your experience as easy as possible. Each request is unique. Our funding team has already verified your insurance prior to receiving your speech pathology report, helping make the funding process as quick as possible.

## SOLE PROVIDER

Control Bionics is the sole provider of our devices, making it easier to apply for in-network funding options if your plan doesn't include us in your network. Our funding team will work with your insurance to get you the device at the lowest possible cost.

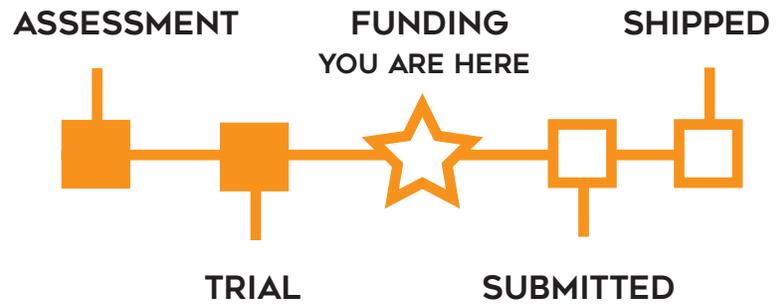
## DEDICATED STAFF

Our experienced funding team knows the ins and outs of the confusing insurance landscape. You can trust that they are taking all the necessary steps to get your device to you as soon as possible. We are always here to answer any questions.

## ALTERNATE OPTIONS

In some cases, depending on your insurance, there are times our funding team will need to use a third party company to assist in funding the device. We do this in order to keep the cost to our members at a minimum. Our dedicated funding team will still be involved every step of the way.

For additional information, you can email our funding team directly at [funding@controlbionics.com](mailto:funding@controlbionics.com)



**The funding process can take up to 45 days or more, that's a long drive! Here's what's happening during that time and what to avoid for a smooth trip.**



### COLLECT DOCUMENTS

Your funding specialist has received the completed speech pathology report and is gathering all necessary documents (prescription, chart notes from previous doctors visits, etc.) in order to get your request ready to submit to your insurance.

### POTENTIAL ROAD BLOCK

Did you change insurances during the funding process? Make sure to notify your team if something changes with your insurance as soon as possible, as this can delay the device shipping.



### SUBMIT TO INSURANCE

Once all necessary documents are received, your funding specialist will submit a request for prior authorization (if necessary) to your insurance. **Some insurances can take 30 days to review the request.** Depending on your insurance, after we receive approval there may be additional steps before we can send your device.

### POTENTIAL ROAD BLOCK

Even after we receive an initial approval from the insurance, we sometimes have to wait for a secondary approval before we can ship the device. This can be confusing but our goal is to keep cost at a minimum for our clients.

### FINAL CHECK

Once your insurance approves your device, the specialist will confirm all paperwork is complete.

### SHIPPING

You will be asked to confirm your shipping address. Then, once our production team completes your device it will be shipped directly to you.

### POTENTIAL ROAD BLOCK

The user cannot be on hospice when the device ships - make sure to tell your sales rep or funding team if hospice is a possibility

### DELIVERED

Hooray! Congratulations on your new device. Your rep will be reaching out to help you set up your device soon.

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## DOCUMENTS AND OTHER REQUIREMENTS

- Insurance cards (front and back)
- Signed assignment of benefits
- Client intake form
- Doctor's visit within the last six months of the speech pathology report

## TIPS TO REMEMBER

- Client cannot be on hospice
- Client cannot be in the hospital
- Tell your rep if your insurance changes

## FREQUENTLY ASKED QUESTIONS

*What will this cost me?*

Depending on your insurance benefits you may be responsible for some of the cost. Our dedicated funding team works with your insurance to keep costs at a minimum. Once we have all necessary documents we will be able to better estimate your out of pocket cost.

*Why do you need my insurance cards?*

We need your insurance cards to verify your benefits and ensure the device is covered under your plan. Having your cards on file is also a requirement by some insurances companies. This ensures there are no unnecessary costs acquired by you.

*Can you ship this device to my school or speech pathologist?*

Most insurances follow Medicare guidelines which require speech generating devices be delivered to the home.