



One Page Reference Guide to AAC Services for DDD Members with Mercy Care and United Health Care

Action steps needed for AAC:	Required by both plans		
<p>Treating therapist documents need for AAC in letter/referral form the family takes to physician. Family gathers other documentation for medical necessity such as IFSPs, IEPs, METs, progress notes, medical info. Used for medical justification.</p>	<p>Recommended to start process</p>	<p>Recommended to start the process</p>	<p>Recommended to start the process</p>
<p>Physician writes prescription for AAC Evaluation with physician signature, valid one year</p>	<p>X</p>	<p>X</p>	<p>X</p>
<p>Family chooses a contracted provider from the health care plan's website.</p>	<p>X</p>	<p>X</p>	<p>X</p>
<p>AHCCCS/DDD is payer of last resort; primary insurance must be used first. <i>**Primary insurances may have their own prior authorization processes.</i></p>	<p>X</p>	<p>X</p>	<p>X</p>
<p>Family calls AAC agency/SLP listed on the site to make evaluation appointment.</p>	<p>X</p>	<p>X</p>	<p>X</p>
<p>Prior authorization needed for AAC eval and training</p>		<p>PA not needed for AAC evaluation or training</p>	<p>X</p>
<p>Prior authorization (PA) required for AAC devices</p>	<p>X</p>	<p>PA needed for AAC devices not pre-authorized through their contractor, MedOne</p>	<p>PA needed for all devices</p>
<p>45-day turn-around time for completing evaluations</p>	<p>X</p>	<p>X</p>	<p>X</p>
<p>Insurance company makes decision w/in 14 days</p>	<p>X</p>	<p>X</p>	<p>X</p>
<p>AAC devices should ship within 90 days</p>	<p>X</p>	<p>X</p>	<p>X</p>
<p>Appeals must be filed within 60 days</p>	<p>X</p>	<p>X</p>	<p>X</p>
<p>AAC repairs/replacements require prior authorization. (Projected device life of 36 months)</p>	<p>X</p>	<p>X</p>	<p>X</p>