

S&J SERVICES – NEW WHEELCHAIR PROCESS

Attached are the forms required to begin the process of obtaining a new wheelchair.

- 1) Please call your primary care physician and set up an appointment to do a **“face to face mobility evaluation.”**
- 2) When you meet with the physician for the Face to Face mobility evaluation, please take the “Chart note requirements” (page 2), this is a general template for the physician to follow to complete your chart notes. **The MAIN REASON for the office visit must be documented that you were there for a “MOBILITY EVALUATION.”** This must be stated in the chart notes.
**The Doctor needs send us a copy of the Chart Notes, and any other notes that they may have from previous visits pertaining to the need for the wheelchair. The Doctor can either FAX them to us at (608) 934-5384 or EMAIL them to stu@sj-serv.com.
- 1) **The physician will need to give you a referral/prescription for a “PT/OT Wheelchair evaluation.”** This is where you and someone from S&J Services will meet with a PT/OT to complete the 12-page wheelchair evaluation and determine what wheelchair is appropriate for your needs.
 - a) If you would like US to schedule the PT/OT eval, Please have the Dr. fax the prescription to us at 608-934-5384. We will then determine which PT/OT location would work best, and then coordinate the best time that works for all.
 - b) If you are going to schedule the eval, let the PT/OT know that you will be working with S&J Services as your DME provider, and then please call us at 608-934-5368 to let us know WHEN and WHERE the appointment is scheduled, so that we can meet you there. Our schedule typically fills up about 2 weeks in advance, so please try to schedule the PT/OT eval at least 2 weeks out. ****PLEASE let the PT/OT department know you are working with S&J Services as your wheelchair provider (phone 608-934-5368).**
- 2) Once the PT/OT eval is complete, we have additional documentation that needs to be completed and sent to the doctor for signatures.
- 3) Once all the documents are complete and signed, we send all paperwork to your insurance for prior authorization.
- 4) Once we receive prior authorization, we will call you to let you know that we have the authorization, we will order the equipment, and let you know approximately WHEN it will arrive.
- 5) Once the equipment arrives and we assemble everything, we will call to schedule a time to deliver and fit the wheelchair to you.

If you have any questions along the way, please do not hesitate to call or email us

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