

Physician Resources

What's the process for evaluating and prescribing mobility products?

Step 1: Establishing the Medical Need

Your patient will need to schedule a mobility evaluation visit with you so you can determine if they are in medical need of a power mobility device. This must be a face-to-face office visit. During the visit, you must evaluate your patient's mobility needs based upon Medicare Coverage Criteria to determine if your patient's quality of life would improve by using a power mobility device. You will also be able to determine which type of mobility product would best fit your patient's physical needs. If you prescribe an electric wheelchair, your patient moves on to the next step in the approval process.

Several questions should be considered during this visit to determine if a medical need is present for your patient.

Step 2: Writing a prescription

Once you've determined from the face-to-face mobility evaluation that your patient's mobility needs would best be served with an electric wheelchair or scooter, you'll need to provide several pieces of documentation within 45 days of the evaluation, including a prescription, chart notes and written summary.

Step 3: Mobility Warehouse begins paperwork

Once we receive your medical assessment and recommendation, Mobility Warehouse Insurance Specialists will begin the necessary Medicare, private insurance paperwork and submit the forms on your patient's behalf. We will then follow up with any and all providers, as needed.

¹Insurance coverage depends on medical necessity as determined by insurer. Valid doctor's prescription required.

Step 4: Delivery and Training

Once approved, we will deliver an electric wheelchair/ Scooter directly to your patient's home. At this time, a Mobility Warehouse Delivery Technician will adjust your patient's power chair to their body for a more comfortable and supportive fit. Then, our Mobility Specialist will walk your patient through in-depth training on how to use their new mobility product.