

THEDACARE AT HOME POLICIES AND PROCEDURES

TITLE: COURTESY RENTAL WHEELCHAIR POLICY

DIVISION: SENIOR SERVICES

DEPARTMENT: HOME HEALTH

NUMBER:

REVIEWED DATE: 05-13

REVIEWED BY: PATRICIA HERRING, SUPV

APPROVED BY: DIRECTOR

POLICY:

ThedaCare At Home has a courtesy rental wheelchair policy to support the community in a short term need on a no charge basis.

1. All courtesy rental wheelchairs and sizing needed will be based on availability only.
2. Reservations will be taken in advance up to 1 business days prior to date needed, again based on availability only. If they call earlier than one day they will be directed to call back
3. All courtesy rental wheelchairs must be picked up and dropped off at a retail location. No deliveries or pick-ups will be done by the service technicians.
4. A credit card/ check will be needed at time of pick-up to secure the rental.
5. All courtesy rental wheelchairs will be provided for up to 4 business days at no charge to the customer.
 - a. No proration can be done if longer than 4 business days.
 - b. If longer than 4 business days, a monthly fee will be assessed to the rental at the billing discounted rate.
 - c. This fee will be paid in full upon the return of the wheelchair.
 - d. If the chair is not returned in 4 days then a full monthly fee will be assessed and billed accordingly.
6. Courtesy rentals cannot be billed to insurance plans.
 - a. If insurance plans need to be billed, a prescription from the physician is needed, with the medical records to support the need and then will be billed on a monthly basis.
 - b. This can not be back dated. Will need to start a new rental with the Date of Service based on the Rx and medical record.

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