



Funding Deferral/Denial Quick Reference Guide for the SLP

Medicaid, Medicare, Private Insurance, and/or Tricare

There are times when a health insurance company will either *defer* or *deny* the request for a speech generating device. This quick reference guide provides some helpful information about the deferral and denial process.

Funding Contact Information:

<https://www.aacfunding.com>

Email: funding@prc-salttillo.com

* Please do not email paperwork unless using an encrypted server. Use email for questions!

Phone: 800-268-5224

Fax: 330-202-5840

Mail:

AAC Funding c/o PRC-Salttillo
1022 Heyl Rd
Wooster, OH 44691

Securely Upload Files at:

<https://aacfunding.com/submit-documents>

DEFERRALS

What is a deferral?

A deferral is when the funding source holds off on making a decision on authorizing the request for a speech generating device because it needs updated or additional documentation.

What can I do if the request is deferred?

Step 1:

Make sure you have received a written/official deferral from the funding source via the family or PRC-Salttillo.

If **yes**, proceed to Step 2.

If **no**, please call, email, or fax the funding source requesting a written/formal deferral.

If the funding source will not provide a written/formal deferral, please contact your PRC-Salttillo Funding Specialist.

Step 2:

Make sure all involved and authorized parties are aware of the deferral:

- PRC-Salttillo Funding
- Your PRC-Salttillo Consultant
- Client/Client's Family/Guardian
- Other clinicians involved in the request (Evaluating SLP, OT, PT, etc.)

Step 3:

Read the entire deferral letter, paying attention to the following:

- The statement of deferral;
- The reason(s) for the deferral;
- The process for responding to the deferral; and
- The timeline for responding to the deferral. *

***Note: It is critically important to respond within the designated timeline.**

Step 4:

Take action.

Respond to the deferral. Typically, the evaluating SLP will need to provide additional clinical information that addresses the reason for deferral. Follow all instructions outlined in the written deferral, including submitting all necessary documentation within the provided deadline. PRC-Salttillo has on staff a licensed certified SLP who is available, upon request, to provide guidance and strategies for the provision of additional clinical information.

For most funding sources, PRC-Salttillo can file the deferral response paperwork on your behalf, but you must work closely with the Funding Specialist to ensure that they have the correct information to submit. If PRC-Salttillo is unable to file the response on your behalf, you must submit the response to the funding source directly.

PRC-Salttillo will follow up with the funding source for a response if one is not received within 30 days of submission.

Once the deferral has been responded to, the funding source will render a decision. They may approve, defer again, or deny the request.

DENIALS

What is a denial?

A denial is when the funding source makes the decision NOT to approve the request for a speech generating device.

What can I do if the request is denied?

Step 1:

Make sure you have received a written/official denial from the funding source.

If **yes**, proceed to Step 2.

If **no**, seek assistance from PRC-Salttillo to call, email or fax the funding source to request a written/formal denial. A sample request is below.

*Dear Sir/Madam,
A prior authorization request was submitted for the above referenced patient for a PRC-Salttillo communication device. This specific device, along with any required accessories, has been recommended and prescribed by this patient's Speech Language Pathologist and doctor to meet medical need. Please provide written authorization for this device, if approved. If this device is not approved, please send a written denial notice outlining the specific reason for the denial along with the procedures and deadlines for appealing the denial. Thank you for your prompt attention to this matter.*

If the funding source will not provide a written/formal denial, please contact PRC-Salttillo Funding.

Step 2:

Make sure all involved and authorized parties are aware of the denial.

- PRC-Salttillo Funding
- Your PRC-Salttillo Consultant
- Client/Client's Family/Guardian
- Other clinicians involved in the request (Evaluating SLP, OT, PT, etc.)

Step 3:

Read the entire denial letter, paying attention to the following:

- The statement of denial;
- The reason(s) for the denial;
- The process for appealing the denial; and
- The timeline for appealing the denial. *

***Note: It is critically important to complete the appeal within the designated timeline.**

Step 4:

Take action:

Complete a Peer-to-Peer Review. A peer-to-peer review is not always an option and does not replace or constitute a written appeal. If offered in the denial notice, a peer-to-peer review may be completed by the prescribing physician over the phone. Some funding sources, but not all, allow the SLP to respond. If the physician is required to respond, please ask them to do so. The SLP and physician should discuss the denial reasons in advance of the call and the SLP can provide the physician with the correct rationale and wording to respond to the denial and explain the medical necessity for the device.

If the denial is not overturned by the peer-to-peer review (or if a peer-to-peer review is not done), the SLP should submit a written appeal. The peer-to-peer does not affect the deadline in the initial denial for filing an appeal.

If a written appeal is not submitted by the deadline, the appeal rights are lost.

Submit a Written Appeal

Meet with the client and/or their caregiver to discuss the denial and determine whether they want to move forward with appeal. If they want to appeal, have them complete an Authorized Representative form, giving you permission to appeal on their behalf. This can sometimes be found in the denial letter or may need to be obtained directly from the funding source.

Draft the appeal, paying careful attention to the denial reasons and any guidelines referenced in the denial.

For additional guidance:

- Reference the sample appeals found on <https://www.aacfunding.com/templates-samples>
- PRC-Salttillo Funding offers additional appeal letter support in the form of a Sole Source Provider letter.
- If you need additional support, contact PRC-Salttillo Funding or your PRC-Salttillo consultant and ask for review by the PRC-Salttillo Medical Reviewer, a licensed SLP, who can provide suggestions for how to address the denial in a written appeal.

For private insurance appeals – PRC-Salttillo Funding is often *not* permitted to file the appeal paperwork for you.

For Medicaid and Medicare – PRC-Salttillo Funding can, in most cases, but not all, file the appeal paperwork for you.

The Appeal is Won!

Once all funding paperwork is complete, PRC-Salttillo Funding will confirm the shipping address and place an order.

Once the device arrives, contact your PRC-Salttillo consultant for training on device setup, operation, and implementation.

To find your consultant visit:

<https://www.prc-salttillo.com/consultants>

The Appeal is Lost

If the appeal is lost, and the client/client's family wants to continue to pursue funding, please contact PRC-Salttillo to discuss options and how we may be able to help with further appeal.