

**HELP WITH DURABLE MEDICAL EQUIPMENT (DME) AND  
OTHER MEDICAL SUPPLIES THROUGH MEDICAL ASSISTANCE**  
Prepared by the Disability Rights Network of Pennsylvania

**PLEASE NOTE: THIS INFORMATION IS NOT INTENDED TO BE LEGAL ADVICE  
APPLICABLE TO SPECIFIC FACTUAL SITUATIONS.**

**You have rights if you are on Medical Assistance (Medicaid).**

Medical Assistance is Medicaid, including ACCESS, ACCESS Plus, and Medical Assistance managed care health plans (HealthChoices and voluntary managed care). A Medical Assistance provider cannot bill you for a covered service. This includes covered durable medical equipment (DME) or other medical supplies as well as covered repairs and replacement parts.

Like all other Medical Assistance providers, a durable medical equipment (DME) or other medical supply provider that is enrolled in Medical Assistance can only ask you to pay the Medical Assistance copayment (usually not more than \$6), if any is due. Also, the provider is not allowed to charge supplementary payments—like delivery fees; service charges, such as charges for a home visit to pick up or repair equipment; or advanced payments/deposits.

If you have Medical Assistance (Medicaid), you are protected by these Medical Assistance rules even if you also have Medicare or other health insurance.

**You can get help if you need it.**

If you have Medical Assistance (Medicaid), you may need help with a durable medical equipment (DME) or other medical supply provider that is enrolled in Medical Assistance. This may include needing help when the provider charges you directly for services or needing help getting a refund of supplementary payments.

You may contact the Department of Public Welfare-Office of Medical Assistance Programs for help:

- 1) For general concerns regarding provider actions, such as being billed for services, you can contact the Office of Medical Assistance Programs (OMAP) Call Center. The number is 866-542-3015 (voice) or 877-202-3021 (TTY).
- 2) For concerns that, from your perspective, may indicate provider fraud or abuse, you can contact the OMAP Provider Compliance Hotline. The number is 866-379-8477 (voice and TTY).

Please also contact the Disability Rights Network of Pennsylvania at 800-692-7443 (voice) or 877-375-7139 (TTY) for help.