



Augmentative and Alternative Communication (AAC) devices

What is an AAC device?

An AAC device gives a member added ways to tell their wants, needs and thoughts. These devices are computer tablets that assist a person with a speech or language impairment. They can communicate using images from the tablet screen. This is a covered benefit for all Mercy Care Medicaid members with a medical necessity for an AAC device: Complete Care, ACC-RBHA, Division of Developmental Disabilities, DCS Comprehensive Health Plan (CHP) and Long Term Care.

How to request an AAC device

Complete these steps:

1. Ask your Primary Care Provider (PCP) for a prescription to receive an assessment by an in-network licensed evaluating agency. This prescription is good for 12 months.
2. Schedule an appointment with an evaluating agency for the assessment. You can find a list of in-network licensed and registered evaluating agencies at mercyar.es/aacdevice or by calling member services.
3. The Speech Language Pathologist (SLP) with the in-network licensed evaluating agency will perform the evaluation. This will determine if your family member would benefit from the use of an AAC device.
4. Mercy Care must give Prior Authorization before ordering the AAC device.
5. The AAC device vendor will mail or deliver the AAC device to your home.



Scan to watch video on how to order an AAC device.



Support once you have the device

AAC device treatment

Once the member receives the AAC device, contact the evaluating agency to schedule AAC device treatment. The first treatment should be completed no later than 90 days after Prior Authorization (PA) was given to order the AAC device.

AAC device repairs

- All repairs require Prior Authorization by Mercy Care unless under warranty.
- Mercy Care will cover one device repair every 12 months due to normal wear and tear.
- You can work with the evaluating agency treating Speech Language Pathologist or AAC device vendor to confirm if the device is under warranty.
- The AAC device vendor will help you to return the device if it's under warranty.
- Mercy Care won't cover the replacement of applications that have been deleted or can't be accessed due to loss of username and password.

AAC device replacements

The device and accessories typically last up to 36 months. Complete the AAC device ordering process again by getting a prescription from your PCP for an assessment by a SLP contracted with in-network evaluating agency.

AAC device and/or accessories replacement will require a PA and may be replaced when:

- Lost or damaged beyond repair.
- It's been 3 years since the first prescription, and the AAC device no longer works.
- The AAC device doesn't meet the member's needs because their condition changed, and they need a re-assessment.
- The AAC device doesn't meet the member's needs despite adequate treatment.
- There is documentation, from the manufacturer, that the AAC device can't be repaired.
- Accessories that are damaged or worn.
- The AAC device is lost or stolen, and the following documentation is submitted:
 - A police report, if stolen.
 - A "Find My iPad" report from Apple (iPad only).

Re-assessment for device changes

A re-assessment by the evaluating agency and device modification may be allowed if:

- At least 3 months of treatment is provided.
- There's a change in the member's medical condition.
- The member isn't meeting or exceeding current goals with the current AAC device.
- Accessory need or change.

If you have further questions, call Mercy Care Member Services at **602-263-3000** or toll-free **1-800-624-3879** (TTY/TDD 711), Monday through Friday, 7 a.m. to 6 p.m.

Mercy Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ENGLISH: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card or **1-800-385-4104** (TTY: **711**).

SPANISH/ESPAÑOL: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al número que aparece en el reverso de su tarjeta de identificación o al **1-800-385-4104** (TTY: **711**).



For more information, you can contact us:

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602-263-3000 or **1-800-624-3879** (TTY/TDD **711**)

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