

Powered Mobility FAQs.

Here are some of our frequently asked questions regarding power wheelchairs.

Q: How do I know if I qualify for a power wheelchair?

If you have a medical condition that prevents you from safely ambulating or have had falls or fear of falling inside your home even with the use of other assistive devices such as a cane, walker or can no longer self-propel a manual wheelchair, you may qualify.

Q: What is the process to qualify for a power wheelchair?

A simple visit with your physician to conduct a mobility evaluation is all that is required. A mobility consultant will assist you in scheduling this appointment.

Q: Will my insurance pay for the power wheelchair?

Typically the primary insurance will cover 80% of the charges if you meet the coverage criteria. The remaining balance is usually paid for by supplemental insurance.

Q: If I qualify for a power wheelchair, when will I receive it?

Once we receive the required documentation from your physician, a certified healthcare professional will contact you to schedule a time to deliver and set up your power chair, instruct you on how to use it, and answer any questions you may have.

Q: Who do I call if I need service to my power wheelchair?

During your first year of ownership if you need service of any kind you simply call our toll-free number, 1.866.387.2688, and we will handle the repairs. Many times we can diagnose your problem immediately over the phone. After one year, your insurance may pay to service your wheelchair in your home.

