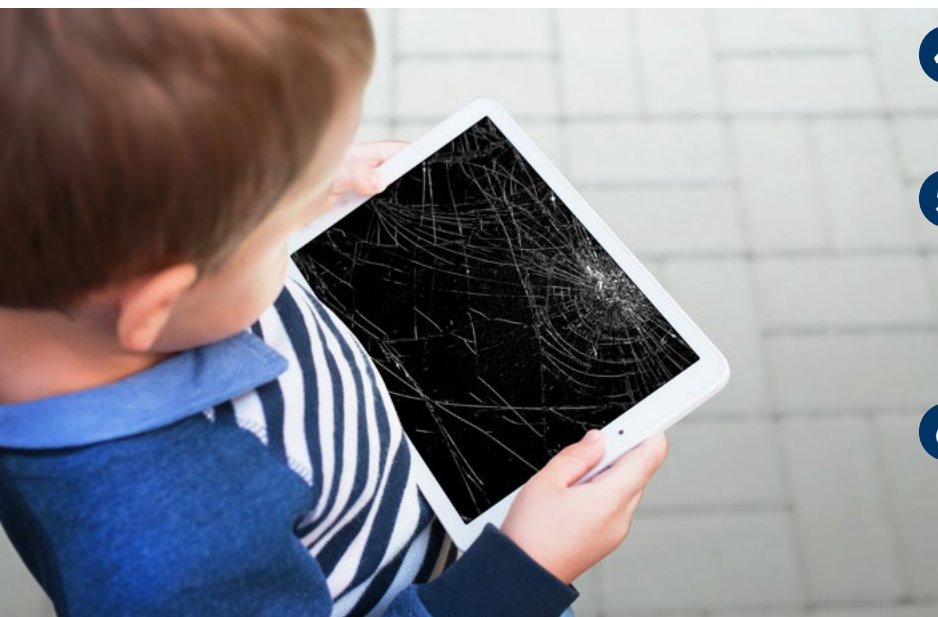


Repair or Replacement of the Augmentative and Alternative Communication (AAC) System

Augmentative and Alternative Communication (AAC) service benefits may be available to Division members who are also eligible for the Arizona Long-Term Care System (ALTCS). This guide outlines what to do if a device needs to be repaired or replaced.



What if the AAC System Needs a Repair?

- 1 Approval Needed:** The DDD Health Plan needs to approve all repairs.
- 2 One Repair Per Year:** All DDD Health Plans cover one repair yearly unless the device is under warranty.
- 3 Warranty Check:** Ask the DDD Support Coordinator or the Durable Medical Equipment Company that provided the AAC System if it is under warranty.
- 4 Warranty Assistance:** The DDD Health Plan helps with the device's return if it is under warranty.
- 5 No Coverage for Lost Information:** The member's DDD Health Plan will not cover lost or deleted applications if the member forgets their username and password.
- 6 Who to Contact:** For questions about repairs, ask the DDD Support Coordinator or contact the DDD Health Plan.

What if an AAC Replacement is Needed?

- **Life Expectancy:** The device and accessories should at least last up to 36 months.
- **Replacement Conditions:** Members may get a new AAC device if:
 - It is lost or damaged beyond repair.
 - It has been three years, and the device doesn't work anymore.
 - The member's medical needs change.
 - The device is not helping, even after training.
 - The manufacturer says it cannot be fixed.
 - The original accessories are damaged or worn.
 - A police report or a "Find My iPad" report (for iPads) is needed if it is lost or stolen.
- **Who to Contact:** Ask the DDD Support Coordinator or contact the DDD Health Plan with any questions about the replacement process.

What if a Reassessment or Changes to the Device are needed?

1 Reassessment may be necessary if:

- The Member's communication needs change.
- The device does not effectively support the Member's communication.
- The device is not meeting the Member's needs.

Approval may be required. Contact the original Speech Language Pathologist (SLP) or DDD Support Coordinator for guidance.

2 Conditions for Reassessment:

- The device is not helping after three months of training.
- The Member's medical condition changes.
- The device is not meeting the member's needs.

3 Getting Approval: Contact the original SLP or ask the DDD Support Coordinator for help if approval is needed for a reassessment.



Members should contact their Support Coordinator or their DDD Health Plan/Tribal Health Program for more information about AAC.

- Mercy Care
 - <https://www.mercycareaz.org/dd/more-benefits.html>
 - Phone Number: 1 (800) 624-3879 (TTY/TDD 711)
- United Healthcare Community Plan
 - <https://www.uhcprovider.com/content/dam/provider/docs/public/commplan/az/news/AZ-Guidelines-for-AAC-Devices.pdf?time=17095736801>
 - Phone Number: 1 (800) 348-4058
- Tribal Health Program
 - Tribal Health Program Healthcare Coordinator — AHCCCS DFMS
 - Phone Number: (602) 417-4994