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# WHY CAN IT SOMETIMES TAKE LONGER TO RECEIVE A TOBII DYNAVOX DEVICE?

Every step in the process is designed to help ensure the device is medically necessary, approved by insurance, properly funded, owned by the patient, and unlikely to generate unexpected costs later.

## 1 COMPREHENSIVE CLINICAL ASSESSMENT



- In-depth AAC assessment completed by SLP
- Communication needs, abilities, and goals documented
- Evaluation of multiple device options and features

**Why it matters:**
Payers require strong clinical evidence that an SGD is medically necessary and is the individual's primary means of communication.

## 2 TRIAL & DOCUMENTATION WITH CLINICIAN-DRIVEN RECOMMENDATION



- Comprehensive trial completed
- Data shows successful use across settings
- The clinician-driven recommendation has been finalized.

**Why it matters:**
Most payers require proof that the individual has successfully used the SGD before approval.

## 3 PHYSICIAN REQUIREMENTS (PRESCRIPTION & SUPPORTING DOCUMENTATION)




- Prescription obtained
- Medical records reviewed
- Required physician documentation submitted (most payers require physician involvement)

**Why it matters:**
Most payers require specific physician documentation before approving an SGD.

## 4 PAYER REVIEW & REQUIREMENTS



- Medicare, Medicaid, or private insurer review
- Coding and medical necessity review
- Additional information requests are common

**Why it matters:**
Payer rules and requirements vary widely, and additional information requests can extend timelines.

## 5 FUNDING APPROVAL & COMPLIANCE REVIEW



- All documentation verified
- Compliance requirements completed
- Funding secured

**Why it matters:**
Ensures the patient owns the device and minimizes the risk of future billing or repayment issues.

## 6 DEVICE DELIVERY & ONGONG SUPPORT



- Device delivered
- Training and onboarding available
- Long-term support begins

**Why it matters:**
The goal is not just fast delivery—it's confident, long-term access and successful use.

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**THE GOAL ISN'T JUST SPEED— IT'S THE BEST PATIENT OUTCOMES**

**Tobii Dynavox works to move patients through the process as quickly as possible while helping ensure:**

- Insurance requirements have been met
- The device is properly funded
- Unexpected costs are minimized
- Long-term access to communication is protected

Questions about the lawsuit or the delivery process?

Learn more at **whywearesuingablenet.com**

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