

Face-to-Face Requirement FAQs

Insurance carriers, specifically Medicare and Medicaid, made important changes to Face-to-Face examinations with a beneficiary prior to prescribing Durable Medical Equipment such as a speech generating device (SGD). At Tobii Dynavox, we know how hard it can be to keep up with changes to your benefits, so we have a team of funding professionals keeping informed on matters that can impact your ability to secure a SGD. Below are some basic FAQs to answer your questions. If you have specific questions, you may also email funding@tobiidynavox.com.

Q: What is a Face to Face visit?

A: Medicare and state Medicaid plans require that a beneficiary receiving a Speech Generating Device to have had a Face to Face encounter within the 6 months prior to the ordering of the device.

A Face to Face visit is a visit with your health care provider for the evaluation or treatment of the condition that causes the need for the device.

- A follow up visit for ALS can be used as a Face to Face visit
- A visit for a sore throat only cannot be used as a Face to Face visit

Q: When do I need to have this visit?

A: The date of the visit must be on or before the date of the prescription, but no more than six months prior to the prescription. Be sure to verify your State Medicaid plan, as it may have varied guidelines for the dates.

Q: Does the doctor's note have to mention the Speech Device?

A: No. The Device can be mentioned in the notes, but it does not have to be.

Q: Do I need to make a separate appointment to see my doctor?

A: If you have seen your doctor who is treating you for the medical condition which supports the need for the device within the past six months, then you do not need to see that doctor again. The face-to-face notes should confirm you are being followed by this physician for said medical condition.

Q: Do I need to see a particular type of doctor?

A: No. You can see your Medicare-enrolled Primary Care Physician, a Specialist, a Nurse Practitioner, Physician's Assistant, or Clinical Nurse Specialist that is treating you for the medical condition which supports the need for the device.

The treating practitioner that conducted the face-to-face examination does not need to be the prescriber of the item. However, the prescriber must have knowledge and documentation that the face-to-face examination was conducted. (i.e. seen by NP but physician in same clinic signs the prescription)

NOTE: Some states may permit NP to sign the prescription if they can practice independently. Must also be Medicare enrolled.