



Competitive Bidding FAQ- July 1, 2013

Q1. What is Competitive Bidding (CB)?

A1. Competitive Bidding is a new Medicare payment program for a very limited number of supplies and services. Medicare has selected a small number of local and national suppliers to begin providing these items starting July 1st, 2013. Monroe Wheelchair was not awarded a contract.

Q2. Is Monroe Wheelchair one of the suppliers who was contracted to supply equipment to beneficiaries with traditional Medicare coverage?

A2. Despite our efforts to continue participating with Medicare for the few specific products and supplies impacted by CB, *Medicare selected* only those suppliers who would accept an almost 50% reduction in payment. Monroe Wheelchair could not accept those rates and continue to provide the level of customer service and excellence our customers expect and deserve. Therefore Monroe Wheelchair is not a contracted supplier.

Q3. If I am already renting equipment from Monroe Wheelchair, do I need to be worried about switching to a different supplier who will accept traditional Medicare coverage?

A3. If you're already renting certain medical equipment that is paid on a monthly basis when the program starts, you will be able to stay with Monroe Wheelchair through the 'grandfathering' option. If you're renting equipment that's eligible for grandfathering, you should have already received a letter from Monroe Wheelchair informing you of this option.

Q4. Who will be affected by this program and how do I know if I live in a CB program metropolitan area.

A4. Beneficiaries with traditional Medicare coverage living in certain parts of the US and receiving specific products will be impacted by this program. Please provide your zip code and any Monroe Wheelchair employee will be able to quickly determine if you are affected by CB. Or you can [click here](#) for a list of zip codes on our website.

Q5. What products/supplies are affected by this program?

A5. There are 8 product/supply categories affected by CB. Additionally, all diabetic supplies have been moved to a mail order program. Please reference [Monroe Wheelchair CB Letter](#) for additional information.

Q6. Are you able to help me find another supplier for the products/supplies I need?

A6. Yes, we have prepared a list of [local suppliers](#) who are able to accept your traditional Medicare coverage.

Q7. Am I affected if I'm in a Medicare Advantage Plan?

A7. *The CB program applies to traditional Medicare only.* If you're enrolled in a Medicare Advantage Plan (like an HMO or PPO), your plan will let you know if your supplier is changing. If you're not sure, contact your plan.

Q8. Who can I talk to about this program and how it negatively affects me?

A8. Monroe Wheelchair is urging our customers to call their local congressional member and share your concerns. To help you determine who your representative is and their phone number [click here](#).

Q9. Will Monroe Wheelchair continue to supply products in the impacted product categories even though they are not a contracted Medicare supplier?

A9. YES – Monroe Wheelchair will continue to be New York's premier Complex Rehab Technology (custom mobility & seating) supplier and be able to service 96% of all existing and new customer equipment needs.

Q10. Will the CB program affect how my existing equipment is serviced?

A10. Yes, Monroe Wheelchair's service department will handle all service and repair questions regarding CB.