

CRISS Durable Medical Equipment Access Survey

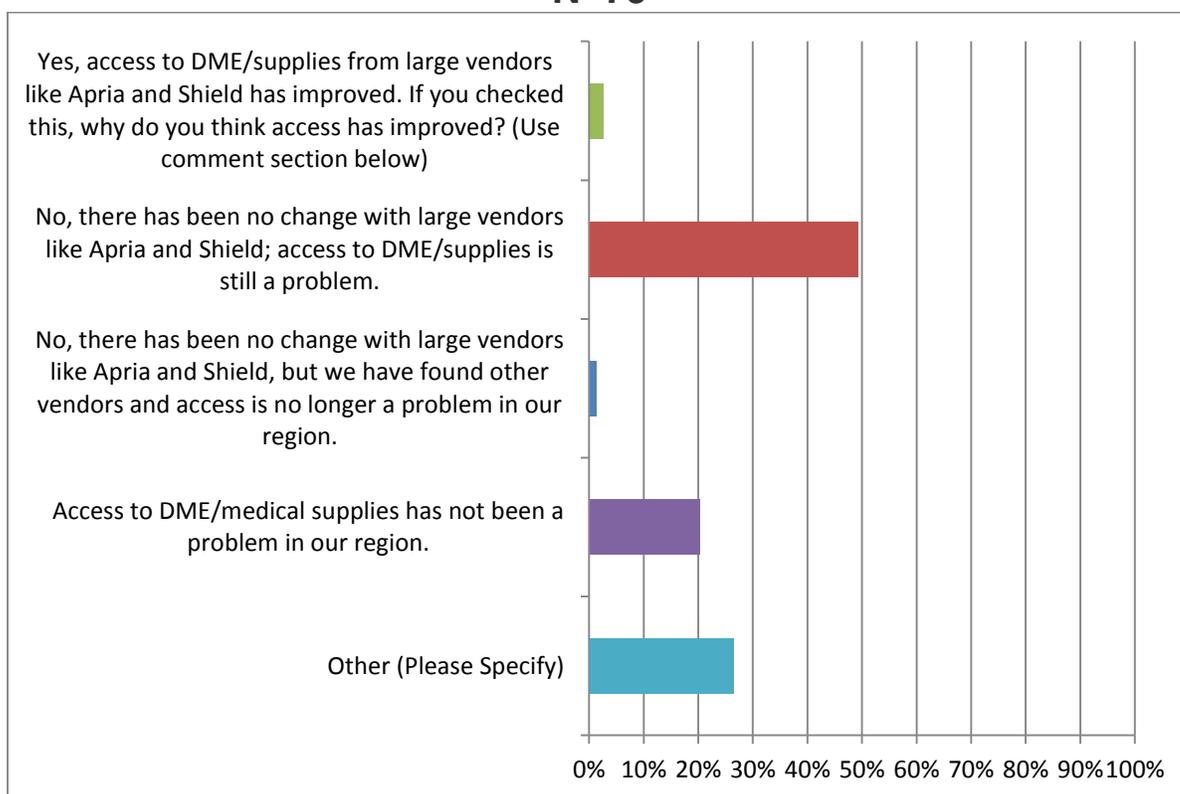
Summary

Total N=79

From April through June 2015, CRISS conducted a survey of CCS programs, hospital representatives, and family support organizations on access to DME in the CCS program. The survey had 79 respondents, including 61 CCS Program staff from throughout the CRISS region, 10 family organization representatives or parents of children with special health care needs, and 8 hospital or health care organization staff. CRISS last conducted a survey on DME in 2007, and the results showed that large vendors such as Apria and Shield in many cases were not accepting new Medi-Cal/CCS clients, no longer accepting current clients, or serving only certain clients/providing certain supplies. The results of the new survey showed that access is still a problem, as many vendors have left the market, and families and hospitals often must cover the cost of DME/medical supplies themselves.

1. Have you seen a change in the status of large vendors such as Apria and Shield in your area?

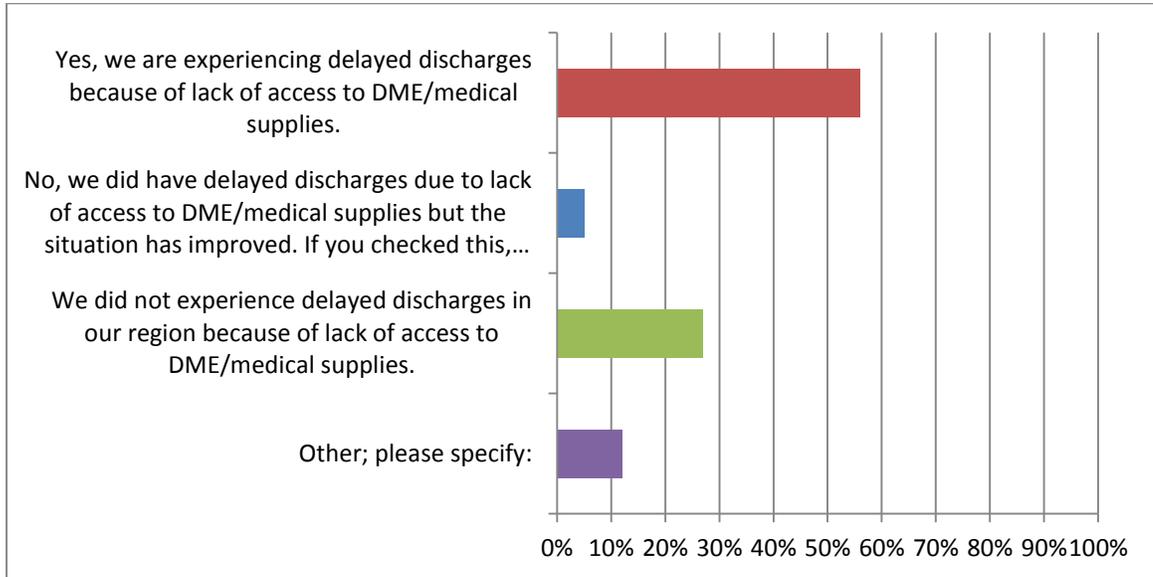
N=79



- Access to DME by and large remains a problem. 49% of respondents reported that there has been no change with large vendors like Apria and Shield and that access to DME/medical supplies remains a problem. Respondents repeatedly expressed frustration with working with Apria in particular, saying that Apria staff do not understand CCS. Shield received much more praise, and some reported that many branches of Apria refuse to work with CCS at all.

2. Are you experiencing situations with CCS babies and children kept in the hospital past the point where they could be discharged because necessary equipment can't be obtained?

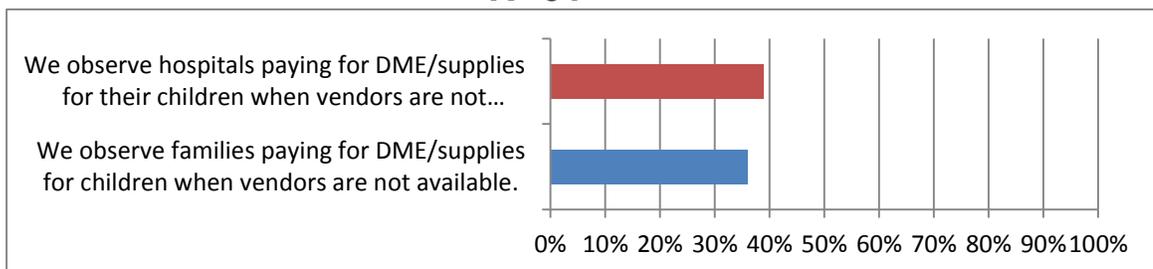
N=77



- 56% of respondents reported that they are experiencing delayed discharges due to lack of access to DME/medical supplies. Many respondents reported that it is difficult to find vendors willing to take CCS, including one who said that the closest vendor willing to work with CCS is 150 miles away.

3. Are you experiencing any of the following situations re: DME or medical supplies? Check all that apply.

N=61



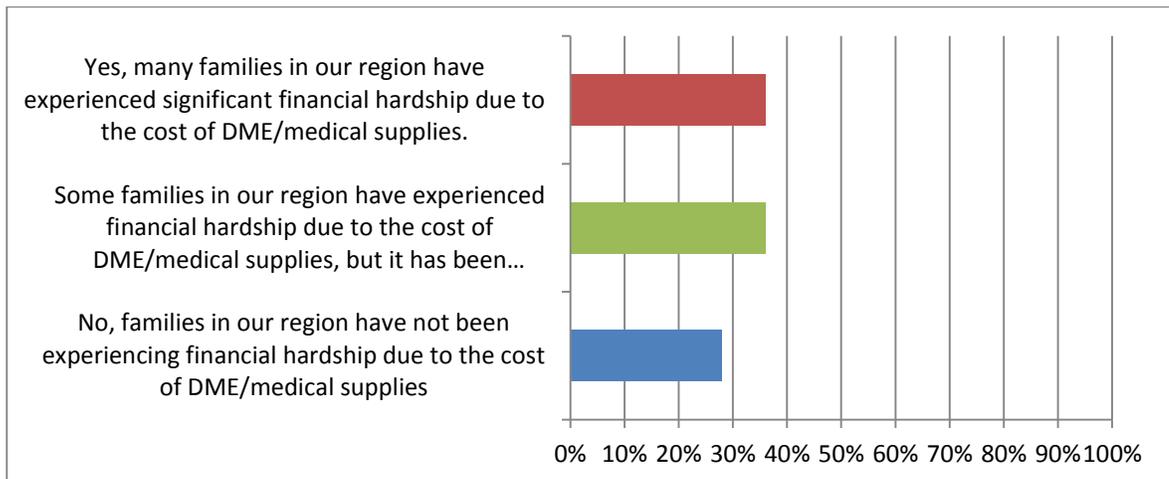
- 39% of respondents said that they have observed hospitals paying for DME/supplies to discharge children when no vendors are available. 36% also said they have observed families paying for DME/supplies when vendors are not available.
- 31% said in comments that they have not observed this or were unaware of it happening

4. (For Hospital Representatives Only) If your hospital is paying for DME/supplies, what do you estimate is the annual cost? How do you pay for the DME/supplies (e.g. hospital budget, donations)?

- 5 hospital representatives responded to this question and their responses indicated that costs range from between \$35,000 up to greater than \$100,000

5. Have you seen families experience significant financial hardship due to the cost of DME/medical supplies?

N=69



- 72% of respondents report that they have seen some or many families experience significant hardship due to the cost of DME/medical supplies.

6. Is there anything else about your experience with access to DME or medical supplies that you think CRISS should know?

N=43

- Respondents in general wanted to convey to CRISS that there is a lack of vendors willing to accept Medi-Cal/CCS, and that some vendors are leaving the market. Low rates and difficulty in submitting CCS claims were cited as reasons for vendors refusing to accept CCS. Several respondents reported issues accessing specific supplies because vendors are unwilling to provide them, including broviac supplies, oxygen supplies, pediatric tubing, hearing aids, wheelchairs, lift slings, diabetic supplies, pediatric specialty walkers and crutches.