

Wheelchair Services

Adjudication Guideline

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1. Abstract

1.1 For Members

The wheelchair is an assistive device to promote mobility and enhance quality of life, used by people for whom walking is difficult or impossible due to illness (physiological or physical), injury or disability.

A wheelchair is appropriate when the individual's needs are met and lead to independence, better health and improved quality of life.

A manual wheelchair is one that is propelled by the user or pushed by another person. Power wheelchair is propelled by a motor and battery and operated with a joystick or push buttons.

1.2 For Medical Professionals

In order to ensure effective mobility, wheelchair users need a wheelchair which fits them correctly and meets their specific needs, an appropriate wheelchair prescribed must benefit the physical health and quality of life of the users by helping in reducing their disabilities, the progression of deformities and improve their positioning, respiration and digestion.

Wheelchair accessories must meet the medical necessity of the individual to function and perform their regular daily activities.

2. Scope

This scope of this adjudication rule is to highlight the coverage of wheelchair and in addition to that wheelchair accessories and power-assist devices for health insurance plans administered by Daman, subjected to policy terms and conditions.

3. Adjudication Policy

3.1 Eligibility / Coverage Criteria

- The Patient has a medical indication that is interfering or impairing the patient's mobility from performing his or her regular daily activities and justifies the necessity of a wheelchair, as per the adjudication rule.
- Wheelchairs and wheelchair accessories must be prescribed by a treating physician of the relevant specialty and as per the patient's schedule of benefits.
- The member must be capable of safely operating the controls of a power operated wheelchair.
- Wheelchairs and wheelchair accessories will be covered only for plans with DME benefits as per the SOB and up to policy limit.
- Wheelchairs powered and unpowered are medico-technical devices which are included in the DoH durable medical equipment (DME) policy.

3.2 Requirements for Coverage

- The prescribing specialist/consultant must compile the necessary documentation to support the purchase of the wheelchair; and submit the required documentation for authorization.
- Wheelchair services will require authorization for all plans.

Eligible specialty for wheelchair prescription (ordering clinicians):
Paediatrics
Geriatrics
Internal medicine
General surgery
Neurology
Neurosurgeon
Rheumatology
Orthopaedic
Orthopaedic surgeon
Physical medicine and rehabilitation specialist
Oncology

Eligible specialty for wheelchair performance and dispensing (performing clinicians):

Physical therapist

Occupational therapist

Additional information:

- Daman is covering Manual and Powered wheelchairs and wheelchair accessories according to the medical justification and as per the Schedule of benefits
- Manual wheelchairs are suitable for users who have control of the upper limbs, and ability to operate the wheelchair efficiently
- Moulded seating system is covered as per medical necessity. Mainly indicated to maintain patient's position and stabilization, considering patient's previous history of usage of other wheelchair types.
- Power Assist (power add-on) is intended to provide auxiliary power to manual wheelchairs to reduce the pushing power needed by patients. It is intended to be used by users who are capable of operating and manoeuvring a powered and manual wheelchair.

3.3 Non-Coverage

- Repair or replacement of purchased equipment damaged due to neglect, theft, and abuse.
- The absence of an illness or injury
- Duplicate equipment that is intended to be used as a back-up device, for multiple residences or for travelling.
- Wheelchairs that meet the same medical need as the old item which the member is using but in a more efficient manner, convenient or cosmetically appealing when there is no change in the member's condition.
- Visitor's plan
- When the device exceeds the basic requirements for the individual's condition or needs
- Equipment's issued to patients whilst seeking treatment outside the UAE.
- Wheelchairs requested for leisure or recreational activities is considered a convenience item and not medically necessary, hence will not be covered.

3.4 Payment and Coding Rules

- Please apply Regulator payment rules and regulations and relevant coding manuals for ICD and HCPCS.

4. Denial Codes

Code	Code Description
CLAI-017	Services not available on direct billing
CODE-010	Activity/diagnosis inconsistent with clinician specialty
CODE-014	Activity/diagnosis is inconsistent with the patient's age/gender
DUPL-002	Payment already made for same/similar service within set time frame
MNEC-003	Service is not clinically indicated based on good clinical practice
MNEC-004	Service is not clinically indicated based on good clinical practice, without additional supporting diagnoses/activities
NCOV-003	Service(s) is (are) not covered

5. Appendices

5.1 References

<https://stem.doh.gov.ae/HealthFacilityGuidelines/Guidelines/Index/Access-Mobility-OH-S>
<https://www.who.int/publications/i/item/9789240074521>
<https://www.ispoint.org/wp-content/uploads/2023/06/WHO-Wheelchair-provision-guidelines-2023.pdf>
https://www.physio-pedia.com/Eight_Steps_to_Appropriate_Wheelchair_Provision
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5.2 Revision History

Date	Change(s)
05/12/2019	Release V1.0 <ul style="list-style-type: none"> Initial Release
14/07/2023	Release V1.1 <ul style="list-style-type: none"> Removed Performing table
15/09/2023	Release V1.2 <ul style="list-style-type: none"> Added Performing table
29/12/2024	Release V2.0 <ul style="list-style-type: none"> Format updated Updated denial codes Updated References
30/06/2025	Release V2.1 <ul style="list-style-type: none"> Updated References

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