



MedStar Health

Seating clinic information

Seating clinic information:

P: 202-877-1822

F: 667-359-3020

E: mhptwheelchair@medstar.net

Timeline for new orders:

Step	Process	Estimated time
1. Referral received (MedStar Health)	Obtain referral from your physician and submit to the Seating Clinic for review via fax or email.	Patient/Waitlist dependent
2. Scheduling and evaluation (MedStar Health)	- Seating Clinic team contacts patient to schedule an appointment with PT/OT and the vendor's ATP. - Clinical assessment, measurements, equipment trial, and custom configuration design completed. - Insurance benefits verified.	2-8 weeks
3. Medical documentation (Vendor)	- Technical review of equipment order - Medical justification completed and sent to vendor. - Request/receive necessary physician signatures. - Documentation submitted for funding approval	4-6 weeks
4. Funding Approval Process (Vendor)	- Possible authorizations and reclarifications. - Additional submissions/requests to insurance	5-10 weeks
5. Manufacturing and building the chair (Vendor)	- Seating device components ordered and purchased - Receive and verify equipment components - Wheelchair assembly and quality check	3-6 weeks
6. Delivery and final fitting (MedStar Health)	- Seating Clinic contacts patient to schedule delivery once notified by the vendor. - Final fitting, adjustments, and equipment setup/training completed	2-4 weeks
Estimated total process time	<i>*Actual timelines may vary based on scheduling availability, insurance requirements, manufacturer lead times, and equipment complexity.</i>	Approx. 4-8 months

Vendor contact information:

☐ **American Medical Equipment (AME)**

Customer Service: 410-719-1222 x2
Fax: 410-719-6676

☐ **National Seating and Mobility (NSM)**

Customer Service: 703-370-5790
Fax: 703-370-5793

☐ **Numotion**

Customer Service: 410-298-4555 x1
Fax: 443-729-2635

☐ **Nations Home Medical (NHM)**

Customer Service: 443-915-6858
Fax: 844-734-2292

☐ **Rehab Equipment Professionals (REP)**

Customer Service: 703-370-2100
Fax: 866-488-2219

☐ **Numotion VA**

Customer Service: 804-550-5777
Fax: 804-550-5776

☐ **Family Medical**

Customer Service: 240-685-1965
Fax: 202-849-3441

☐ **Eagle Medical**

Customer Service: 202-639-0250
Fax: 202-639-0251

☐ **Lenox Medical**

Customer Service: 202-387-1960
Fax: 202-387-1963

Contact your vendor for:

- Checking the status of your wheelchair order or delivery date
- Repairs, broken parts, missing parts, or equipment malfunctions
- Determining eligibility for a new wheelchair
- Vendor scheduled in-home visits

Contact the MedStar Health Seating Clinic for:

- New or worsening pressure wounds/ulcers related to your seating system
- Modifications or adjustments to your current seating system
- Clinical concerns related to wheelchair fit, positioning, or comfort
- Scheduling or questions related to your seating evaluation

Not sure whom to contact?

Please contact the MedStar Health Seating Clinic, and we will help direct you to the appropriate resource.
Call **202-877-1822** or email **mhptwheelchair@medstar.net**.