



Wheelchair Seating Service (WSS)

Wheelchair Seating Service (WSS) provides mobility devices and custom seating systems for patients with special needs. We offer long-term support and service for the equipment we provide. Our team offers products and services for both adult and pediatric patients.

How do I contact Wheelchair Seating Service?

Hours of Operation: Monday through Friday 8:30 a.m. to 5:00 p.m.

Phone: (734) 971-8286 or (877) 868-8889

Fax: (734) 232-2277

Please note: Wheelchair Seating Service does not currently offer afterhours emergency services. If you have a medical emergency, please call 9-1-1. If you are experiencing an equipment malfunction, please call our office number and an operator will take a message. We will call you back during normal business hours to schedule an appointment.

What should I expect when I contact WSS?

Your Wheelchair Seating Service clinical team members will:

- Complete an assessment
- Plan and design your custom equipment
- Order the equipment and necessary accessories
- Monitor the construction of the equipment
- Supervise the delivery and setup of the equipment for you
- Teach you and your caregiver how to safely and effectively use the equipment so that you receive the most benefit from your customized mobility equipment or seating system.

Products

- Wheelchairs:
 - Manual wheelchairs
 - Power wheelchairs
 - Reclining wheelchairs
 - Tilt-in-space wheelchairs
 - Standing wheelchairs and frames
 - Lightweight wheelchairs
- Indoor and outdoor scooters
- Bathroom safety equipment
- Specialty beds
- Ambulation equipment
- Custom seating and positioning systems
- Custom scooter seating
- Custom electronics and driving systems

Services

- Reviewing your mobility needs
- Finding innovative solutions for your mobility and positioning
- Reviewing your home and suggesting modifications
- Researching products
- Maintaining and repairing equipment
- Providing billing and reimbursement services and information
- Planning and developing equipment
- Coordinating care with various health care providers

How do I get started with ordering and delivery?

1. Obtain a prescription

To obtain an evaluation for your mobility or seating requirements, Wheelchair Seating Service **requires a prescription** from your doctor that states: “Evaluate seating and mobility needs”.

2. Pay for your equipment

We will work with your insurance company to help you pay for the equipment and let you know in advance what your costs are. Before delivery of equipment, you will be notified if you have out-of-pocket costs. You will receive an Estimate of Cost sheet.

3. Schedule an appointment

Once we have received your prescription, a Customer Service Representative will contact you to **schedule an appointment** for your evaluation. Your appointment may be scheduled at the hospital, the Wheelchair Seating Service office, a clinic, or a school.

For special circumstances, we will need to perform an additional evaluation at your home due to the type of equipment being recommended. This type of appointment would be coordinated with you at the time of your first evaluation.

After the evaluation, we will process any recommended equipment or services. The average timeframe for delivery of your equipment is 3-6 months after your evaluation. Order status is sent out periodically throughout the order process via your MiChart patient portal.

4. Your equipment will be delivered

When ready, your Rehabilitation Technology Supplier (RTS) or Customer Service Representative will contact you to **schedule the delivery of your equipment**. This may be scheduled at the Wheelchair Seating Service office, hospital, a clinic, or a school.

Some deliveries may require multiple appointments depending on the level of complexity of your equipment. We will coordinate any additional appointments with you at your first delivery appointment.

Returns and repair information

Returns

Returning rental or loan equipment when service completed:

You must call Wheelchair Seating Service at (734) 971-8286 or (877) 868-8889 to arrange for the pickup of any equipment that you have not purchased when you are finished using the rental or on-loan equipment.

What if I am not happy with the product?

Most of the equipment obtained from Wheelchair Seating Service is custom made for you. Therefore, returning the equipment is not always possible and custom-made equipment is generally not returnable. Any equipment which has been modified, damaged, or worn significantly may not be returned.

- If you feel your equipment is not meeting your needs, please contact our office within 30 days after receiving your equipment. We will do everything possible within reason to accommodate your needs. WSS Management will review any return requests, discuss the request with the patient or caregiver, then make the decision.
- If WSS is not able to resolve your concerns, you may contact Michigan Medicine's Patient Relations & Clinical Risk (PRCR) office at (877) 285-7788, Monday – Friday, 8:00 a.m. – 4:00 p.m.
- If you can return the equipment, a restocking fee may be charged.
- All refunds will be issued to the entity (party) that paid for the equipment or service.

Repairing equipment

Wheelchair Seating Service requires a prescription from your doctor to bill your insurance for repair services.

- If you purchased your equipment through WSS, we have your prescription on file.
- If your equipment was not originally purchased through WSS, a prescription and insurance qualification are required before we can provide services.

We can't determine what services you require until we evaluate your equipment. Service appointments are scheduled at our location. This allows us to complete many repairs and maintenance requirements in one visit because parts and tools are more readily available. Please understand there may be times where we must order parts. We then contact you when the part has arrived to schedule the completion of your repair or maintenance.

Multiple visits may be required to complete your repair. Repair parts will be ordered and shipped standard shipping. All express shipping (overnight, 2nd day, etc.) will be at your expense.

Equipment warranty information

Wheelchair Seating Service honors all warranties expressed and implied under State Law. We will notify all Medicare beneficiaries regarding warranty coverage for any supplies sold or rented. Wheelchair Seating Service will not charge the beneficiary or the Medicare program for the repair or replacement of items covered by Medicare or services covered under warranty. In addition, beneficiaries will receive an owner's manual with warranty information for all complex rehab technology equipment when this manual is available.

When should I call Wheelchair Seating?

- When your insurance changes.
- If you have problems or questions concerning your wheelchair or equipment.
- When there are changes in your address.
- When there are changes involving the person caring for you.
- When there are changes with the doctor managing your care.

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Travel considerations

- When traveling with your power wheelchair or scooter, it is very important to make sure that your batteries meet all current transportation regulations. Wheelchair Seating Service can assist you before travel by inspecting your equipment and reference material for safe travel. Each airline has its own policy and requirements about traveling with mobility system batteries. Please visit the website of the airline you are traveling with for more information.
- Wheelchair Seating Service exclusively distributes batteries which are A- 67 DOT/FAA/IATA Standard approved for airline and public transportation.
- A battery is classified as non-dangerous when it is labeled:
 - ICAO
 - IMDG
 - IATA
 - DOT Air Transport Approved.
 - There are no restrictions for transporting it by airplane and it complies with the hazardous materials regulations.
- Batteries must be labeled as “Non-Spillable” or “Non-Spillable Battery.”
- A visual inspection of the battery must show no obvious defect or damage.
- If the battery is mounted to a wheelchair or scooter, it must be disconnected, and the terminals must be insulated to prevent short circuits.
- The battery must be protected against short circuits.
- The battery must be securely attached to the wheelchair or scooter, or it must be removed and placed in a strong rigid packing marked “Non-Spillable” or “Non-Spillable Battery.”

Disclaimer: This document contains information and/or instructional materials developed by Michigan Medicine for the typical patient with your condition. It may include links to online content that was not created by Michigan Medicine and for which Michigan Medicine does not assume responsibility. It does not replace medical advice from your health care provider because your experience may differ from that of the typical patient. Talk to your health care provider if you have any questions about this document, your condition or your treatment plan.

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