

FREQUENTLY ASKED QUESTIONS

Will my insurance company pay for the Vector 1 Hand Rehabilitation System?

Many private insurance and most workers compensation carriers do cover continuous passive motion machines for the hand. The Lantz Medical Customer Service team will be happy to check with your insurance carrier to see if you qualify. To verify benefits, we'll need your name, date of birth and claim number or insurance identification number.

Some insurance carriers do not cover continuous passive motion machines. A pre-fit insurance verification will give us a better idea of what your potential out of pocket costs will be. Please understand that your insurance carrier will never guarantee benefits for any company. If your insurance carrier does not cover the device, our financial department can setup easy payment arrangements with you. We have several options available to help make sure your doctor's prescription is filled in an affordable way.

Can I still get a machine if my insurance or workers compensation carrier denies payment?

As long as the machine is ordered by your doctor, we can provide the device to you. If your insurance carrier does not pay, we will be happy to make payment arrangements with customized terms. Call our Financial Department at **866-236-9999**.

What do I do when I am finished using my Vector 1 Hand Rehabilitation System?

You can call your local distributor or you can call Lantz Medical's customer service team. The phone number is **866-236-8889**. After business hours, you can leave a message to be returned the following business day.

Who do I call if my Vector 1 Hand Rehabilitation System isn't working properly?

First, call your local distributor. He or she is the person who initially set you up on the machine. If for some reason you cannot reach your local distributor, you can call Lantz Medical toll free at 866-236-8889. There is a technician on-call 24-hours a day who can assist you.

Can I buy a Vector 1 Hand Rehabilitation System?

Unfortunately, the Vector 1 Hand Rehabilitation System is not currently available for purchase.

Can I order an extra glove or replacement parts for my Vector 1 Hand Rehabilitation System?

You can call customer service toll free at 866-236-8889 and ask for a replacement glove or parts. Depending on the part and circumstances, there may be a small charge for the replacement.

What is the billing code for the Vector 1 Hand Rehabilitation System?

Currently, we bill using the HCPC code E0936 which includes any non-knee cpm device.