



## Lost Resident Items From Evacuation of Flooding



- 1 Register for FEMA.** Help residents apply for FEMA Disaster assistance : 1-800-621-3362, TTY 1-800-462-7585 or <https://www.disasterassistance.gov/>

Before applying, have the following information ready: Social Security number, insurance information, income (social security plus pensions), contact information, direct deposit information (*optional*) and damage information (list clothes, personal furniture, electronics as well as \*glasses, hearing aids, walkers, wheelchairs, dentures).

\*Make sure amount given by FEMA is noted in resident's trust fund as FEMA so not to interfere with long-term Medicaid renewal.

- 2 Apply with Medicaid or Medicare to Replace DME, glasses, dentures & hearing aids.** Basically whoever paid for the item first (Medicaid, Medicare or other insurance) should be billed to replace the item under the CMS 1135 Emergency Disaster Assistance Waiver (\*note 1135 on request to Medicare/Medicaid if possible).

- 3 Appealing a Denial of Replacement of DME or Medical Item.** \*FEMA requires that you first try to have such items (glasses, dentures, hearing aids, DME) replaced through insurance whether private, Medicaid or Medicare. If the insurer refuses or if there are co-pays, FEMA may consider providing assistance. Ask for a FEMA Disability Integration Specialist. The Area Agency on Aging Benefits counselors 1-800-252-9240 can also help file appeals with Medicare claims and the HHSC Ombudsman can help with Medicaid claims 1-877-787-8999.



**Sources:** <https://www.cms.gov/About-CMS/Agency-Information/Emergency/Hurricanes.html> ; <https://www.cms.gov/About-CMS/Agency-Information/Emergency/Downloads/Requesting-an-1135-Waiver-Updated-11-16-2016.pdf>



Information Provided By:

Long-term Care Ombudsman Program

Houston-Galveston Area Agency on Aging 713-993-4507

