

Mobility Device Issues

In February after nearly six months of battling with Numotion my care provider called Numotion on Wednesday and raised a stink. The next day I got a call from the present of Numotion and said I'll get to the bottom of this you will hear from me regardless. She called me on Friday and said that my parts were already in so will get your chair back next Thursday.

I've contacted the NDALC Nevada Disability Advocacy Law Center and all they said that it might be planned on Covid, but no this issue has been going on for years way before Covid

- **People are falling and getting hurt**
- **Losing independence**
- **Not able to do their normal things**

The reason why I'm writing this is because I'm tired of seeing people suffering without their chairs because we need our chairs to get around and gain independence. **If you make us wait 6 months or longer, you're taking our independent away from us and leaving us stranded and in pain.** Some of us need our chairs for health reasons so you basically telling us that well hopefully you don't get sick of sicker. People are falling because they don't have their chairs, and nobody cares about that like these are people lives where t\alking about here like doesn't anyone understand that. I was affectionate that I had a job that I could do remotely because otherwise I'd be out of a job.

This is my story

My electric wheelchair broke on September 6 and I've been in my manual chair getting sorer and sorer. I called them to ask if they can do anything in the meantime and they said no we're just sent the letter to your doctor, and this was after the first week, so Monday Sep 15 I called them to see what the status of my order was, and they were still waiting for the doctor to send it back that was week two. Sep 20th, I called, and they just got the stupid letter back now they're waiting for Medicaid. on September 28, I called them to check on the status of my order and they were waiting on the insurance to approve it. I called them on October 4 and then said that all but one got approved and we had to resubmit it to insurance. I called to check on the parts for my chair yesterday October 12 and they said that they are still waiting on authorization from my insurance. Where looking at about a month and a half without my chair it literally took all of me to not cuss them out.

I'm so mad that I want to make a difference not for me but all people with disabilities because nobody must suffer for months without their chairs. Most of our chairs are our legs it's how we get independence if we don't have our chairs, we don't have our legs.

Monday October 18th, I called the corporate office for Numotion and they said that it does take up to 69 day to delivery I said well that's unacceptable. I said can I speak with the manager, and he was available, so he called me and all he did was put through to our local office and yet I'm still waiting.

On Nov 9th They were fixing my chair and found a wire wrapped up in one of the motors and it was leaking. So now they must order 2 motors it'll probably be another 2-3 months before I get my chair! 2 weeks ago, I called, and they were still waiting for Medicaid to approve the order. I called them last week and they said that they somehow, they lost the order and they have started all over and it will be a while.

I'm just so disgusted how these people just take their sweet time. Thank God that I have a job that I can do remotely otherwise I'd be out of a job if weren't for my coworker for letting me borrow an electric chair that was donated to him.