

# DURABLE MEDICAL EQUIPMENT & SUPPLIES SERVICE SPECIFICATIONS

## 1.0 Definition

- 1.1 The Durable Medical Equipment (DME) & Supplies service is designed to promote functional independence and/or safe, effective in-home care through the provision of health related equipment and supplies. Durable medical equipment and supply items provided under **SENIOR CHOICES** program are limited to items not covered by third party payers, Medicare or Medicaid plans.
- 1.2 The DME Repair service is designed to provide repair to existing DME, when indicated. DME Repairs billed through the SENIOR CHOICES program is limited to items not covered by warranty.

## 2.0 Unit of Service

- 2.1 A unit of service is the item to be purchased, rented or repaired or one incident of a service call.
- 2.2 The unit rate is the purchase, rental, repair or service call price accepted by **SENIOR CHOICES** for the item.
- 2.3 The unit rate must include delivery and all other overhead expenses.

## 3.0 Provider Agency Requirements

- 3.1 The Provider must bill Medicare/Medicaid or any third party payor for reimbursable items recommended by **SENIOR CHOICES**, securing physician authorization when required.
- 3.2 The Provider must furnish a cost for the item when requested within three days of **SENIOR CHOICES** request, if not included in the initial price listing submitted with application.
- 3.3 The Provider may only bill for the original price quote submitted to and approved by **SENIOR CHOICES**, unless a cost revision is prior authorized by **SENIOR CHOICES**.
- 3.4 The Provider must install, maintain and/or replace any defective parts or items as specified in appropriate warranties; and must provide a copy of the warranty to the Care Consultant upon receiving final authorization to

provide for the client.

- 3.5 The Provider must furnish professional ongoing assistance when needed, to evaluate and adjust the product delivered or to instruct clients and caregivers in use of DME and supplies.
- 3.6 The Provider must maintain individual client records that documents delivery and installation of equipment and supplies, in locked file cabinet or separate office as specified in the Conditions of Participation.
- 3.7 The Provider may not bill until after delivery of item purchased.
- 3.8 The Provider must comply with the SENIOR CHOICES DME Approval policy in making repairs.

#### 4.0 Summary of Required Documentation

The Provider of DME & Supplies Service must furnish service specific documentation in addition to the documentation requirements of the Conditions of Participation. The DME & Supplies service documentation required includes:

- 4.1 A record of product delivery and installation.
- 4.2 Catalog and product number of item delivered.
- 4.3 Product warranty and a record that a copy was provided to the Care Consultant.