



Announcement

CHANGE
HEALTHCARE

April 10, 2020

DME MACs and CMS COVID-19 Updates

Dear Valued Customer,

Change Healthcare is committed to helping keep you informed regarding the ongoing publications related to COVID-19.

This notification is to inform you of recent published information from the DME MACs and CMS as it pertains to DME claims. It also contains an outline of previously published notifications to help consolidate all COVID-19 items into one reference guide.

Publication from CMS: Durable Medical Equipment, Prosthetics, Orthotics and Supplies: CMS Flexibilities to Fight COVID-19

<https://www.cms.gov/files/document/covid-dme.pdf>

Patients Over Paperwork

- Where Durable Medical Equipment Prosthetics, Orthotics, and Supplies (DMEPOS) is lost, destroyed, irreparably damaged, or otherwise rendered unusable, DME Medicare Administrative Contractors have the flexibility to waive replacements requirements under Medicare such that the face-to-face requirement, a new physician's order, and new medical necessity documentation are not required. Suppliers must still include a narrative description on the claim explaining the reason why the equipment must be replaced and are reminded to maintain documentation indicating that the DMEPOS was lost, destroyed, irreparably damaged or otherwise rendered unusable or unavailable as a result of the emergency.
- Prior Authorization in DMEPOS: CMS is pausing the national Medicare Prior Authorization program for certain DMEPOS items. (CGS DME MAC references this pertains to certain power mobility devices (PMDs) and pressure reducing support surfaces (PRSS).)
- DMEPOS Accreditation: CMS is not requiring accreditation for newly enrolling DMEPOS and extending any expiring supplier accreditation for a 90-day time period.
- Signature Requirements: CMS is waiving signature and proof of delivery requirements for Part B drugs and Durable Medical Equipment when a signature cannot be obtained because of the inability to collect signatures. Suppliers should document in the medical

record the appropriate date of delivery and that a signature was not able to be obtained because of COVID-19.

Audits: Following a recent Webinar hosted by both DME MACs:

Audits which include TPE, CERT's, RAC and SMERCs are being suspended. Claims currently under TPE Audit review will be released for processing.

Previously published CSA's related to COVID-19

<u>CSA Title</u>	<u>CSA Publication #</u>	<u>CSA Date</u>
COVID-19 Medicare Day Supply Adjustment	CSA 032020d	March 20, 2020
Financial Payment Changes	CSA 040220e	April 2, 2020

Change Healthcare continues to monitor this rapidly evolving situation and will provide updates as circumstances change. If you have any questions regarding this notification, please contact Pharmacy Support at 866.379.6389.

Change Healthcare is proud to be your business partner and remains committed to your success.

Thanks for your attention to this announcement,

Change Healthcare

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