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CSA 070220B



Announcement

CHANGE
HEALTHCARE

July 2, 2020

Dear Valued Customer,

Change Healthcare is committed to keeping you informed regarding the ongoing publications related to COVID-19. The details are rapidly changing, and these customer service announcements (CSAs) are one way we are sharing the details that pertain specifically to our pharmacy customers.

Reminder regarding Signature Requirements on Proof of Delivery During the COVID-19 Crisis

Change Healthcare has received clarification from the Durable Medical Equipment Medicare Administrative Contractors (DME MACs) that when a signature is not obtained from the beneficiary, the proof of delivery should be annotated with the reason and the catastrophe/disaster related (CR) modifier; a narrative should be submitted with the claim as well.

This information was previously communicated in CSA 052920A referenced below.

1. Signature Requirements on Proof of Delivery During the COVID-19 Pandemic

Revised 05.21.20 - Added language to include the use of the CR modifier and COVID-19 narrative if the claim is affected by the COVID-19 PHE.

In response to the COVID-19 crisis Centers for Medicare & Medicaid Services (CMS) is waiving signature requirements on proof of delivery (POD) documentation, for dates of service (DOS) within the Public Health Emergency (PHE) for the COVID-19 pandemic. Given the nature of the pandemic and the inability to collect signatures during this time, CMS will not enforce the signature requirement.

Items of Durable Medical Equipment, Prosthetics/Orthotics & Supplies (DMEPOS) that are delivered directly to the beneficiary by the supplier (Method 1) typically require a beneficiary's (or designee) signature on the delivery document. During the PHE, suppliers should document the delivery date and that, due to COVID-19, a signature cannot be obtained.

Suppliers are reminded to append a CR modifier and include a narrative of "COVID-19" to all

claims that are affected by the COVID-19 PHE, including situations like that described above where a signature cannot be obtained on a POD document.

Method 2 proof of delivery via shipping or delivery service does not require a signature from the beneficiary or designee; however, it does require evidence of delivery. Please review [here](#) the *Standard Documentation Requirements for All Claims Submitted to DME MACs (A55426) Policy* article for complete information on proof of delivery documentation requirements.

For additional details from CMS [click here](#).

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

To learn more about how MedRx Network can support you through the COVID-19 crisis, and to stay abreast of important announcements, please visit our [MedRx COVID-19 Notification page](#).

Thanks for your attention to this announcement,

Change Healthcare

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**3055 Lebanon Pike, Suite 1000
Nashville, TN 37214**