

## Reminder: DMEPOS Documentation and Policy Requirements

### **Attention DMEPOS providers:**

Wyoming Medicaid has been conducting a number of post pay claims reviews over the last 18 months and is sending this reminder of policy and documentation requirements that must be met.

A number of reviews found that one or more of these documentation requirements or policy items were not met. In the case of an audit or post pay review, this could result in the recovery of any payment made on any claim that fails the review for these items.

Please take the time to review these items, along with the [Wyoming Medicaid DME Manual](#) (available on Telligen's website – <http://wymedicaid.telligen.com>, located in the Document Library) to ensure your office is compliant with these requirements.

### **Face to Face Visit (DME Manual – Page 13):**

For any Durable Medical Equipment (DME) item initially prescribed, the DME provider must have on record the date of the face-to-face visit with the prescribing provider, which must be within the previous six months. The exception to this requirement is for renewal orders for ongoing prescriptions such as incontinence supplies, oxygen, etc. This face-to-face may be completed by telehealth but not telephonically.

### **Prescriptions (DME Manual – Pages 14 - 15):**

All Durable Medical Equipment and Prosthetics and Orthotics (DMEPOS) items must have a written prescription. This prescription cannot span more than 1 year. All prescriptions must be renewed when expired in order for coverage to continue for the prescribed item(s).

**Note:** Written orders are required prior to claim submission for all items or services billed, even items dispensed based on verbal order.

### **Documentation Requirements (DME Manual – Pages 14 - 17)**

Documentation is required to be maintained by the DMEPOS supplier in addition to the documentation maintained by the prescribing provider. Please review this section and ensure your records are complete for each claim submitted to Wyoming Medicaid. This includes maintaining the following:

- Current, original physician orders
- Documentation of ordering practitioner's face-to-face visit with the member, including date and practitioner's name
- Certificate on Medical Necessity and additional medical necessity information provided by the physician or required by Wyoming Medicaid
- Proof of delivery
- Verification of continued need for ongoing supplies before shipping
- Approved prior authorization (when required); and
- Documentation supporting the member or caregiver was provided with manufacturer instructions, warranty information, service manual, and operating instructions.

**Note:** Documentation must be kept in the DME provider files for six (6) years from date of service.

### **Rental Items (DME Manual – Pages 17 - 18):**

Items supplied on a rental basis must always be billed with the RR modifier. Dates of service should cover the rental period but **not** be for future dates. The rental period is not billable until the dates have passed. For example, a rental for 10/1/22 – 10/31/22 cannot be billed until 11/1/22 at the earliest.

### **Future Dates of Service:**

Wyoming Medicaid claims cannot include dates of service in the future. Items purchased should be billed using the single date of service the item was purchased on, and **not** a span of dates the items are intended to cover. If a member buys a 30-day supply of incontinence supplies on 1/15/22 for use during the following month (1/15/22 – 2/14/22), the date of service should be 1/15/22 only.

### **Supplies and Equipment for Nursing Facility Residents (DME Manual – Page 19):**

Items for use by residents in the nursing facility are generally the responsibility of the nursing facility to provide and are covered under the nursing facility's per diem rate.

In order for an item to be covered when supplied by a DMEPOS provider, the item must be customized in such a way that no other resident of the facility would be able to make use of the item after the current owner no longer needs it. Examples include:

- Orthotics and prosthetics
- Ventilators
- Hearing aids
- Customized wheelchairs (shaped seating systems, etc.)

**Note:** This item must be medically necessary and must be documented why a lesser system cannot be utilized.

For any questions regarding DME Policy or Documentation Requirements, please contact Amy Guimond at [amy.guimond@wyo.gov](mailto:amy.guimond@wyo.gov).

### **Deployment Information**

**Deployment Date:** September 23, 2022

**Audiences:** Durable Medical Equipment and Medical Supplies  
Prosthetic/Orthotic Supplier  
Pharmacy/Supplier