Durable Medical Equipment Guidelines

DME Updates

✓ Physicians ordering certain Durable Medical Equipment (DME) must provide documentation in the patient’s medical record that a Face-to-Face encounter occurred with the patient.

✓ This encounter must take place during the 6 months prior to the Written Order for the item or dependent on LCD requirements.

✓ A Physician, Physician Assistant (PA), Nurse Practitioner (NP), or Clinical Nurse Specialist (CNS) must have a Face-to-Face evaluation with the beneficiary prior to the written DME order and document the Face-to-Face evaluation in the patient’s medical records.

✓ The Face-to-Face evaluation must be signed by a PECOS certified provider.

✓ The patient’s MEDICAL RECORD MUST CONTAIN sufficient documentation of the patient’s medical condition to substantiate the necessity for the type and quantity of items ordered and MUST BE SIGNED BY THE PRESCRIBING PRACTITIONER.

✓ Every item subject to Face-to-Face requirement will also be subject to mandatory Written Orders prior to delivery. This means NO MORE VERBAL ORDERS can be accepted on these products.

✓ This information would be part of the beneficiary’s medical record and include the identity of the practitioner who provided the Face-to-Face assessment and must fulfill previously stated document requirement pursuant to equipment being provided.

DME Face-to-Face Rule

A detailed Written Order for the Durable Medical Equipment (DME) Item must be received before the delivery of the item can take place and must include minimally the following information:

1. Prescriber’s name
2. Prescribing practitioner’s National Provider Identifier (NPI#)
3. Beneficiary’s name
4. Date of order AND Start date of order
5. Specific DME item ordered and/or accessories
6. Prescribing practitioner’s signature – legible
7. Date of prescriber’s signature

Key Items to Address

✓ Why does the patient require the item?
✓ Do the physical examination findings support the need for the item?
✓ Signs and symptoms that indicate the need for the item
✓ Diagnoses that are responsible for these signs and symptoms
✓ Other diagnoses that may relate to the need for the item

Documentation Requirements

✓ Duration of patient’s condition
✓ Clinical course
✓ Prognosis
✓ Nature and extent of functional limitations
✓ Other therapeutic interventions and results
<table>
<thead>
<tr>
<th>Documentation Tips</th>
<th>Other Stipulations of the Rule Include</th>
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<tbody>
<tr>
<td>✓ The information must not be recorded in vague and subjective terms.</td>
<td>✓ A prescription is not considered a part of the medical record.</td>
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<td>✓ The information must provide objective measures, tests or observations.</td>
<td>✓ Supplier-produced records, even if signed by the ordering Physician, and attestation letters are not considered by Medicare as part of the medical record.</td>
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<td>✓ Each medical record is expected to be individualized to the unique patient.</td>
<td>✓ Templates and forms, including CMNs, are subject to corroboration with information documented in the patient’s medical record.</td>
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**Important Facts**

CMS expects that the patient’s medical records will reflect the need for the item ordered. The patient’s medical records include:

- ✓ Physician’s office records
- ✓ Hospital records
- ✓ Nursing home records
- ✓ Home health agency records
- ✓ Records from other healthcare professionals
- ✓ Test results

**Other Stipulations of the Rule Include**

- ✓ A prescription is not considered a part of the medical record.
- ✓ Supplier-produced records, even if signed by the ordering Physician, and attestation letters are not considered by Medicare as part of the medical record.
- ✓ Templates and forms, including CMNs, are subject to corroboration with information documented in the patient’s medical record.
- ✓ While typically PTs, OTs, and Speech Language Pathologists (SLPs) participate in the assessment and evaluation of Medicare Beneficiaries, for the purpose of ordering DME items, they cannot independently document the Face-to-Face visit.
- ✓ Signature and date stamps are not allowed.
- ✓ Multiple items can be supported by a single Face-to-Face encounter, so long as each item’s medical necessity is documented in the patient’s medical record.

**Our Requirements**

Home Care Medical will NOT deliver or ship any Durable Medical Equipment to Medicare beneficiaries (with all Traditional and Advantage Plans) without receiving the required Face-to-Face documentation and the Written Order. If you have questions, please contact Coleen Zinda, Director of Sales at 262.786.9870 or coleen.zinda@hcmedical.com.