



## **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 the **IN-HOME CARE SERVICES** program eligible for purchase, installation, and/or rental are those items that enable the client to function with greater independence in the hope of preventing the client's placement in a nursing facility. Equipment and supplies provided through this 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 **IN-HOME CARE SERVICES** 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 **IN-HOME CARE SERVICES** 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 **IN-HOME CARE SERVICES**, securing physician authorization when required.
- 3.2 The Provider must furnish a cost for the item when requested within three days of **IN-HOME CARE SERVICES'** 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 **IN-HOME CARE SERVICES**, unless a cost revision is prior authorized by **IN-HOME CARE SERVICES**.
- 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. The documentation must include:
  - 3.6.1 The client's signature, the signature of the client's caregiver or electronic verification of delivery; and
  - 3.6.2 The date on which the equipment and/or supplies were delivered.
- 3.7 The Provider may not bill until after delivery of item purchased.
- 3.8 The Provider must comply with the **IN-HOME CARE SERVICES** 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.