Durable Medical Equipment, Orthotics, Prosthetics and Supplies

Provider Outreach and Education
Cindy White, Education Consultant
Supplier Requirements

• Supplier Standard number 11
  – A supplier is prohibited from direct solicitation to Medicare beneficiaries.
• Suppliers are required to follow Standard Documentation requirements
  – Medical records and orders are addressed in the Standard Documentation Requirements Policy Article – A55426
  
Beneficiary Responsibility

- Must say no to any health care contact not initiated by themselves
- Must not respond to television advertisement of easy access to DMEPOS if they have Medicare
- Beneficiaries who receive unsolicited items
  - Should return to providing supplier
  - Medicare does not cover shipping costs
  - Medicare program would need to be notified by the supplier that recoupment should be initiated for action to be taken
  - Alternative would be reporting to 1-800-Medicare for investigation