



Durable Medical Equipment, Orthotics, Prosthetics and Supplies

Provider Outreach and Education
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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
- <https://www.cms.gov/medicare-coverage-database/details/article-details.aspx?articleid=55426>

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