

DME Meeting Minutes
September 6, 2006

- DME providers had the following concerns:
 - a. The time involved to prior authorize for small repairs. Mary indicated that because of concerns from data review, it is necessary at this time to do prior authorization on all repairs. Mary also indicated that even though verbal approvals are not given, agencies could go ahead with emergency repairs (repairs to get the chair mobile) in good faith that the prior sent in would be approved.
 - b. Another concern was that recipients become angry when they are told of some of the changes in coverage. Jody did not feel the DME providers should be the people to have to inform recipients about changes. Maggie noted that we do send out the Recipient Newsletter and the recipient also has the toll free number to call to Provider relations to ask about any concerns. Providers can also use pages of the DME manual to show recipients the coverage criteria.
 - c. Supplies: Concerns about needing to get the quantity from the physician for orders of various supplies. This is a standard that physicians must follow
 - Accessories or supplies that will be provided on a periodic basis:
 1. Quantity used
 2. Specific frequency of change or use- “as needed” or “prn” orders are not acceptable
 3. Length of need
 - d. Nebulizers, walkers, commodes, and canes. If Medicaid is primary, can we just purchase them? Their concern is that if another insurance is primary, then can we allow their rental guidelines? Mary will present this issue to Claims Policy and report back with any changes via the Website Update Link
 - e. We need to add the 3 month rental for nebulizers out on the manual website.
 - f. Pam will check with orthotics providers to get more information about minor repair costs.
 - g. Providers will supply information on custom seat costs. All providers present agreed they would not be against a set price if they still have the ability to request an exception for very unique situations.
 - h. One provider commented on how much she appreciated the manual and knowing the specific guidelines.

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