

Revised October 2018

MEDICAL RECORDS

Dear Clinician,

The Durable Medical Equipment Medicare Administrative Contractors (DME MACs) process claims and perform medical review for durable medical equipment, prosthetics, orthotics, and supplies (DMEPOS) provided to Medicare beneficiaries. The Durable Medical Equipment Unified Program Integrity Contractors (UPICs) perform benefit integrity review of claims that are submitted to the DME MAC. The Comprehensive Error Rate Testing (CERT) contractor also performs reviews related to their contract under Medicare. It is your responsibility as the ordering clinician to determine and document the medical need for all healthcare services when responding to these audits.

For any DMEPOS item to be covered by Medicare, the patient's medical record must contain sufficient information about the patient's medical condition to substantiate the necessity for the type and quantity of items ordered and for the frequency of use or replacement (if applicable). The information should include the patient's diagnosis and other pertinent information, as applicable, such as duration of the patient's condition, clinical course (worsening or improvement), prognosis, nature and extent of functional limitation, other therapeutic interventions and results, past experience with related items, etc. For selected claims, the DME MAC, UPIC or CERT may request that the supplier obtain this information from you in order to verify that Medicare coverage criteria have been met.

DMEPOS suppliers are your partners in caring for your patient. They will not receive payment from Medicare for the items that are ordered if you do not provide information from your medical records when it is requested. Furthermore, not providing this information may result in your patients having to pay for the item themselves.

The Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule permits disclosure of protected health information without beneficiary authorization to carry out treatment, payment or health care operations. The DME MAC, UPIC and CERT perform health care operations as agents of the Centers for Medicare and Medicaid Services (CMS). Providing the requested documentation is in keeping with the HIPAA Privacy Rule. You cannot charge the supplier or the beneficiary to provide this information to the supplier. Help your DMEPOS supplier continue to provide good service to your patients by promptly providing the information from your medical records that is requested.

Sincerely,

Wilfred Mamuya, MD, PhD
Medical Director, DME MAC, Jurisdiction A
Noridian Healthcare Solutions

Robert D. Hoover, Jr., MD, MPH, FACP
Medical Director, DME MAC, Jurisdiction C
CGS Administrators, LLC

Stacey V. Brennan, MD, FAAFP
Medical Director, DME MAC, Jurisdiction B
CGS Administrators, LLC

Peter J. Gurk, MD, CPE, CHCQM
Medical Director, DME MAC, Jurisdiction D
Noridian Healthcare Solutions