

MEDICAL RECORDS

Revised October 2024

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 DME Unified Program Integrity Contractors (UPICs) perform benefit integrity review of claims that are submitted to the DME MACs. The Comprehensive Error Rate Testing (CERT) contractor also performs reviews related to its contract under Medicare. It is your responsibility as the ordering clinician to determine and document the medical need for all healthcare services.

For any DMEPOS item to be covered by Medicare, the patient's medical record must contain sufficient information about the patient's medical condition(s) to substantiate the necessity for the type and quantity of items ordered and for replacement (if applicable). The information should include the patient's diagnosis and other pertinent information including (but not limited to) duration of the patient's condition, clinical course (worsening or improvement), prognosis, nature and extent of functional limitations, other therapeutic interventions and results, and past experience with related items. For selected claims, the DME MACs, UPICs, or other contractors may request that the supplier obtain this information from you in order to verify that Medicare coverage criteria have been met.

The DMEPOS supplier is your partner in caring for your patient. The supplier will not receive payment from Medicare for the items that are ordered if you do not provide information from your patient's medical record when it is requested. Furthermore, not providing this information may result in your patient having to pay out-of-pocket for the item.

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 MACs, UPICs, and CERT contractors 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 the DMEPOS supplier continue to provide quality service to your patient by promptly providing the information from the medical record that is requested.

Sincerely,

Noridian Healthcare Solutions Medical Directors	CGS Administrators Medical Directors
<p>Smitha M. Ballyamanda, MD, CAQSM Medical Director, DME MAC, Jurisdiction A Noridian Healthcare Solutions, LLC</p>	<p>Sunil V. Lalla, MD, FACS, CPC Medical Director, DME MAC, Jurisdiction B CGS Administrators, LLC</p>
<p>Angela S. Jenny, DO, DABFM Medical Director, DME MAC, Jurisdiction D Noridian Healthcare Solutions, LLC</p>	<p>Robert D. Hoover, Jr., MD, MPH, FACP Medical Director, DME MAC, Jurisdiction C CGS Administrators, LLC</p>