

WRITTEN ORDER PRIOR TO DELIVERY AND FACE-TO-FACE ENCOUNTER

April 2023

Dear Clinician,

The Centers for Medicare & Medicaid Services (CMS) may select certain items of Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS) that are subject to a Face-to-Face Encounter and Written Order Prior to Delivery (WOPD) requirement.

Power mobility devices (PMDs) require a face-to-face encounter and WOPD by statute. CMS has selected additional DMEPOS items requiring a face-to-face encounter and WOPD. In addition to PMDs, the below items are subject to the face-to-face encounter and WOPD requirements:

- Effective April 13, 2022:
 - Electrical osteogenesis stimulators (E0748)
 - Orthoses (L0648, L0650, L1832, L1833, L1851, and L3960)
- Effective April 17, 2023:
 - Orthoses (L0631, L0637, L1843, L1932, L1940, L1951, L1960, L1970, L2005, and L2036)

As a condition of payment, CMS regulation requires that a treating practitioner have a face-to-face encounter with a beneficiary within the six (6) months prior to prescribing the items described above. The face-to-face encounter may also be conducted via a Medicare-approved method of telehealth. Note: The 6-month timing requirement doesn't replace any other CMS policies.

The encounter must be used to gather subjective and objective information associated with diagnosing, treating, or managing a clinical condition for which the DMEPOS is being prescribed. The face-to-face encounter must be documented in the pertinent portion of the medical record (for example, history, physical examination, diagnostic tests, summary of findings, progress notes, treatment plans or other sources of information that may be appropriate). The supporting documentation must include subjective and objective, beneficiary-specific information used for diagnosing, treating, or managing a clinical condition for which the DMEPOS is ordered.

Once the face-to-face encounter is completed, you should complete the order for the item(s) and provide it to the DME supplier. Since the DME supplier must be in possession of a written order for the items listed above before the DMEPOS can be dispensed and the item billed to

Medicare, your cooperation and prompt completion of the order assists the DME supplier in the care of your patient.

Participation in this process and cooperation with the supplier will allow your patient to receive the necessary equipment. We appreciate all your efforts in providing quality services to your Medicare patients.

Sincerely,

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