



Delaware Health and Social Services
Division of Medicaid and Medical Assistance

Children with Medical Complexity Advisory Committee (CMCAC)

Durable Medical Equipment (DME) and Supplies Workgroup

Joint MCO DME training for Care Coordinators

How Can Care Coordination Be Helpful?

- Children with medical complexity often have a need for extensive and specialized DME and supplies.
- Coordinating the approval, acquisition, and management of DME and supplies can be an overwhelming challenge for parents/caregivers of children with medical complexity.
- Related to DME, the role of the Care Coordinator includes:
 - Coordinating approval of DME,
 - Assisting with obtaining supplies for the member,
 - Managing ongoing changes and updates regarding necessary DME, and
 - Proactively providing education, recommendations, and suggestions to parents/caregivers.
- Through collaboration with DME companies and ordering providers, care coordinators will ensure members are provided with supplies needed in a timely manner.

Amerihealth Caritas DE Process

- Utilization management (UM) episodes/notes show DME needs and which provider is supplying the DME.
- It is the responsibility of the care coordinator to stay up to date on all UM notes.
- UM and care coordination (CC) will coordinate and assist each other in gaining all need information to ensure member receives DME supplies in a timely matter.

Highmark Health Options Process for DME Requests

- Electronic Medical Record (EMR) system alerts CC/care management (CM) of any authorization request received
- Care coordinator must regularly review UM documentation in EMR
- Collaboration between UM and Care Coordination must occur for members to receive their DME supplies in a timely and seamless fashion
- Care Coordination may share additional information with UM to aid in processing of DME and supply requests

Delaware First Health Process for DME Requests

- Electronic Medical Record (EMR) system alerts care coordinator of any equipment or supplies that require prior authorization
- Care coordinator regularly reviews authorizations in the EMR
- Integral that CC share any additional information with utilization management (UM) staff during authorization process
- Care coordinators should follow up with parent/caregiver when any denied requests are noted

A Proactive Approach to Meeting Member Needs

- Assess to ensure that all available plan benefits are being utilized.
- Use assessments to gather information about DME:
 - What is not working?
 - Does anything need to be replaced?
 - Are you having any problems receiving needed equipment and/or supplies?
- Ask caregivers, “Are you paying out of pocket for anything for your child?”
- Follow up with DME suppliers regularly.
- Assess for changes to member’s supply needs on a monthly basis (i.e. formula change, diaper size, quantity amounts needed).
- Be at the center of planning for hospital discharge to ensure DME and supplies are familiar.

Caregiver Education on DME & Supplies

- Provide support around the sometimes-complicated process of securing DME and supplies.
- Inform that parents/caregivers should share any changes in the child's needs in order to limit the possibility of authorization delays (i.e. formula change, diaper size, quantity amounts needed).
- Educate on prior authorization process (i.e. clinical info from provider, no auth for DME under \$500).
- Educate on the difference between DME, medical supplies, and pharmacy items.
- Educate that brand specific requests need to be detailed.
- Educate on process of reordering supplies.
- Provide contact information for the DME company to the caregiver.

Assisting Families with Selecting a DME Provider

- Once you have a list of all the needed supplies, look for DME providers that can cover most/the majority of equipment needed.
- Try to minimize the number of DME companies being used.
- Look for a DME provider that works with member's TPL if applicable.
- Help family set up a process for easy reordering, create checklist with codes of supplies/equipment.

When a Member holds Primary Insurance

- Work to identify DME companies that participate with primary insurance and Medicaid
- Collaborate with Providers to ensure letter of medical necessity (LOMN) includes all necessary clinical information for UM processing
- Assist in securing documentation of denial or non-coverage of any DME needs from primary insurance (typically documentation is good for one year)
- Educate families on process of securing an authorization when a primary insurance is present (i.e. LOMN, prior authorization, Medicaid is secondary payor source)

Scenario 1

➤ A newly assigned Care Coordinator meets with a caregiver who reports they have no DME needs. The Care Coordinator proactively asks, “What items are you paying for?” and learns that the caregiver has been paying for diapers for their six-year-old child.

- Educate caregiver on available plan benefits and assist with obtaining a script from PCP.
- Determine if there is a primary insurance company and identify a participating DME provider accordingly.
- Follow-up with caregiver to ensure diapers were delivered, the size is correct, and the amount is sufficient.
- Educate on the process for reordering supplies and set a regular schedule for follow-up to determine that supplies are being received on a consistent basis.

Scenario 2

➤ During a monthly outreach call, the Care Coordinator inquired around changes to DME and supplies (diapers, formula, dressings, ostomy supplies, disposable liners, briefs, gloves blood glucose monitors). Caregiver reports in meeting with the GI team, it was suggested the member may benefit from a change to a new formula.

- Contact the Provider to identify the formula and rationale for change
- Advise the Provider you will contact DME company to determine availability
- Contact current DME company to determine availability
- Obtain a script and LOMN from Provider
- Provide script to DME company
- Follow up with Caregiver to ensure new formula was delivered in the correct quantity and time frame
- Educate on the process for reordering supplies and set a regular schedule for follow-up to determine that supplies are being received on a consistent basis

Scenario 3

➤ During an in-home visit, the Care Coordinator is talking with a family member and notices several tubes of barrier cream in the living room that are not on the member's supply list. The Care Coordinator also notices a lack of gloves in the home.

- During the visit, review the member's routine orders and supply stock with the family member.
- Ask generally whether additional supplies are needed, including covered OTC. If the family member mentions the barrier creams and/or gloves, provide education as needed with the family member and arrange for new orders.
- If the family member does not mention the barrier creams and/or gloves, ask specifically about the items you can see.
- Talk with the family member about when the next order of gloves is due to arrive. Ask whether additional gloves are needed. If needed, educate on the process for reordering supplies and set a regular schedule for follow-up to determine that supplies are being received on a consistent basis.

Questions & Discussion

