

Durable Medical Equipment (DME) & Supplies

Children with medical complexity often have medical equipment and supplies ordered by their doctor to help with their daily activities. Below is information for families and caregivers about ordering and maintaining medical equipment and supplies through Medicaid.



DME is equipment ordered by a doctor for use at home. This is equipment that is built to last and can be used again and again. DME are items like hospital beds, wheelchairs, respirators, crutches, ventilators, nebulizers, etc. DME is one of the benefits provided by Medicaid.

Medical Supplies are also ordered by a doctor. Common medical supplies are items like diapers, pads, nutritional supplements, tubes, lancets, diabetic testing, diabetic testing strips, etc. Typically supplies are for one time use, but some supplies may be used more than once by the same person. Supplies come with instructions that tell you if the item is disposable or can be cleaned and reused.



Common Questions and Answers

<p>Who places my child's initial order of equipment and supplies?</p>	<p>If your child is in the hospital, the hospital discharge coordinator will help with the initial order of DME and supplies. Your child's doctor will write a prescription and letter of medical necessity for the equipment and supplies that your child needs. Before you leave the hospital, the discharge coordinator will also review your insurance and help you choose a DME and supplies provider. Once you have selected a DME and supplies provider, the discharge coordinator will send the order to that provider to begin the ordering process.</p>
<p>Who pays for DME and supplies?</p>	<p>Medicaid pays for many DME and supplies. When your child has more than one type of insurance, it is possible that both insurance companies (for example, private insurance and Medicaid) contribute to paying the total cost of DME and supplies. Your child's private insurance is the primary payer and will be billed first. A secondary payer is the insurance that is billed after the primary insurance has paid. Medicaid is always the last insurance to pay. Insurance companies have a list of equipment and supplies that they will pay for and the amount that they will pay for. This is called a "fee schedule."</p>
<p>Who helps coordinate payment for equipment and supplies?</p>	<p>Your DME provider and MCO care coordinator can help coordinate payment for DME and supplies.</p>
<p>What if I need DME and supplies that are not listed on the "fee schedule"?</p>	<p>Your child may need DME or supplies that you do not see listed on an insurance company's fee schedule. You should contact your MCO care coordinator to see if your insurance will cover the cost of these items.</p>
<p>What is a prior authorization?</p>	<p>A prior authorization is permission from the insurance company for the DME provider to bill the insurance company for the items needed. This authorization means that the insurance company has reviewed the order from the doctor and agrees that your child needs the item(s), and that the insurance company covers the item(s).</p>
<p>Who is responsible for getting the prior authorization?</p>	<p>The DME provider is responsible for getting the prior authorization from the insurance company. Once they have received it, the provider can order and submit a claim to Medicaid for payment. Your DME provider and your MCO care coordinator will be notified when prior authorization is given.</p>
<p>What if the prior authorization is denied?</p>	<p>Sometimes the request for prior authorization is denied. Often this is because the insurance company needs more information from your child's doctor to support the request or a different item is recommended. You are also allowed to appeal a prior authorization denial. Your MCO care coordinator can help guide you through the process of appealing any denials received.</p>
<p>What happens after the equipment and supplies are delivered to my home?</p>	<p>You will be contacted by your DME provider to verify that everything that you ordered was received. For new equipment, the DME provider will do a home demonstration and training on how to use the equipment and answer any questions that you may have. You should also receive a call from your MCO care coordinator to be sure everything arrived as ordered by your medical team.</p>
<p>How long does it take to receive the authorized equipment and supplies?</p>	<p>Delivery times can vary depending on the item/s requested. Your MCO care coordinator can assist with follow up with the DME provider if your equipment and supplies have not arrived in a timely manner.</p>
<p>What happens if the equipment that I receive needs to be repaired or replaced?</p>	<p>Sometimes equipment needs to be fixed or replaced. Your DME provider and MCO care coordinator can help if equipment is not working or needs to be replaced. In some cases, repairs or updates to equipment are available on a pre-determined schedule. If repairs are needed before the scheduled update, contact your doctor, DME provider, and/or MCO care coordinator. Some equipment may be covered by a warranty. You should talk with your DME provider and care coordinator to determine what equipment has a warranty and how long the warranty lasts. If your equipment is not working and is not covered by warranty, your doctor may need to submit a new order to replace the equipment that is still needed.</p>
<p>What do I do if I am running low on supplies?</p>	<p>Once you and your family are established at home and have selected a DME and supplies provider, contact your child's nurses and MCO care coordinator if you need help with the re-order of equipment and supplies. You may contact the DME provider directly if you prefer.</p>
<p>What do I do if I need different supplies or a different quantity of supplies?</p>	<p>If you need different supplies, or need to change the quantity of supplies you already receive, contact your child's doctor to get a new order. For example, if your child needs a different size diaper, or if you need to get more diapers per order, contact your child's doctor to get a new diaper order. Medicaid may cover the cost of diapers for children under age 4 if your child's doctor indicates that diapers are medically necessary and your child's use of diapers is beyond what children without a similar condition would use. Your child's nurses and MCO care coordinator can also help with maintaining orders of equipment and supplies.</p>
<p>What do I do if my DME supplier stops carrying things my child needs?</p>	<p>Your MCO care coordinator can help you navigate finding a replacement device or a different DME supplier.</p>
<p>What else is important for me to know about DME and supplies?</p>	<p>It is important that you notify your DME provider and your MCO care coordinator if your insurance coverage changes or if you switch insurance companies. You will need to obtain new orders if your insurance changes. Your DME provider and your MCO care coordinator can help you obtain new orders if needed.</p>
<p>How do I find a DME/supply provider?</p>	<p>You can search your Medicaid MCO's Provider Directory to see a list of DME/supplies providers in their network. Your MCO care coordinator can also help you choose a DME/supply provider that will best meet your child's needs. https://www.amerihhealthcaritasde.com/member/eng/find-provider/index.aspx</p>

MCO Care Coordinators

A care coordinator is available through your child's Medicaid MCO (AmeriHealth, Highmark, or Delaware First Health) to help you with coordinating your child's care, including DME and supplies. Your care coordinator is the FACE of the MCO you are enrolled with.



Your MCO Care Coordinator can help:



Follow-up..

- To monitor the decision status of the authorization request. Check in with DME providers if needed.
- With caregivers to ensure that the correct type and amount of equipment and supplies were delivered.
- Frequently to ensure that orders remain accurate and current. Assist caregivers with communicating needed order changes to vendors and to insurance plans.
- To initiate a request for new supply needs.
- With families to be sure that insurance information remains current. If there has been any change in insurance, it may delay the processing of an order of DME and supplies. When insurance coverage changes, parents and caregivers may need to select a new in-network provider and restart the order and prior authorization process.



Assess...

- When caregivers are paying out of pocket for medical equipment or supplies.
- What items are covered by all insurance companies and what is needed to coordinate among insurance companies. Minimize the use of multiple DME/supply providers if possible to prevent confusion.
- Need for maintenance schedules for equipment and reordering timelines for supplies including supply availability.



Coordinate...

- Communication between different insurance companies and with DME and supply providers. Medicaid is always the last insurance company to pay. Your MCO care coordinator will help you to identify a specific point of contact when coordinating with your DME provider.
- Transition orders and timelines with DME providers when leaving the hospital and returning home.
- Communication with medical professionals ordering DME and supplies. Provide clear instructions for letters of medical necessity and any need for brand specific items. Communication with DME provider when insurance company/coverage changes occur.



Educate...

- About available DME providers and which types of insurance the provider accepts.
- About what paperwork is needed to get prior authorization for DME and supplies.
- About how long the authorization process takes and when you may get the decision.
- About how long delivery times take to receive supplies.
- About appeal rights when a request for authorization is denied.



MCO Care Coordination Contacts for Questions or Concerns



Member Services: 1-844-623-7090
[Your Clinical Care Coordinator](#)
[AmeriHealth Caritas Delaware](#)



Member Services: 1-844-325-6251
 (TTD/TTY# 711 or
 1-800-232-5460 for hearing impaired)
[For Members](#)
www.highmarkhealthoptions.com/members.html



Member Services: 1-877-236-1341
 (TTD/TTY# 711 for hearing impaired)
<https://www.delawarefirsthealth.com/contact-us.html>