

September 8, 2017

CRT Providers and Manufacturers,

Our thoughts and prayers continue for those impacted by Hurricane Harvey and to those who will be impacted by Hurricane Irma in the coming days.

CMS has issued formal guidance for DME providers relating to "emergency" DME replacements and that document can be found [here](#). The highlights are:

- When DMEPOS are lost, destroyed, irreparably damaged, or otherwise rendered unusable due to circumstances relating to a declared emergency, Medicare will pay for the replacement DMEPOS that a Medicare beneficiary owns or purchased.
- The Secretary has established a blanket waiver under section 1135 of the Social Security Act such that the face-to-face requirement, a new physician's order, and new medical necessity documentation are not required for replacement. Suppliers must still include a narrative description on the claim explaining the reason why the equipment must be replaced and are reminded to maintain documentation indicating that the DMEPOS was lost, destroyed, irreparably damaged or otherwise rendered unusable as a result of the hurricane.
- CMS has informed AAHomecare that the rental cycle will start over for capped rental and oxygen equipment that are replaced due to the hurricane.
- If applicable, beneficiaries must use a contract supplier (or an approved sub-contractor) if they need a DMEPOS Competitive Bidding item and are in a Competitive Bidding Area impacted by the hurricane.
- All Medicare-enrolled DMEPOS suppliers can contact the DME MAC Jurisdiction C Customer Service Center at 1-866-270-4909 for assistance and guidance.

Should you have any questions or if we can be of assistance please let us know.

Regards,

Don

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P.S. If you know of any other stakeholders that would like to receive updates like these, have them join our mailing list [here](#)