

LYMPHEDEMA THERAPY SOURCE

Medicare Supplier Standards

Note: This is an abbreviated version of the supplier standards every Medicare DMEPOS supplier must meet to obtain and retain billing privileges. The full standards are located at 42 C.F.R. § 424.57(c).

Supplier Standards

1. A supplier must comply with all applicable Federal and State licensure and regulatory requirements.
2. A supplier must provide complete and accurate information on the DMEPOS supplier application. Changes must be reported to the National Supplier Clearinghouse within 30 days.
3. A supplier must have an authorized individual sign the enrollment application for billing privileges.
4. A supplier must fill orders from its own inventory or contract with other companies. Suppliers may not contract with excluded entities.
5. A supplier must advise beneficiaries of rental or purchase options for durable medical equipment.
6. A supplier must notify beneficiaries of warranty coverage and honor warranties under State law.
7. A supplier must maintain a physical facility with:
 - o Visible signage
 - o Posted hours
 - o Public accessibility
 - o Minimum 200 square feet
 - o Record storage space
8. A supplier must permit CMS or its agents to conduct on-site inspections.
9. A supplier must maintain a primary business telephone listed in a directory or toll-free directory assistance listing.
10. A supplier must carry at least \$300,000 in liability insurance covering business, customers, and employees.
11. Direct solicitation of Medicare beneficiaries is prohibited.
12. A supplier must deliver items, instruct beneficiaries, and maintain proof of delivery.
13. A supplier must respond to beneficiary complaints and document them.
14. A supplier must maintain, repair, or replace rented items at no charge.
15. A supplier must accept returns of substandard or unsuitable items.
16. A supplier must disclose these standards to each beneficiary.
17. A supplier must disclose ownership and control interests.
18. A supplier must not transfer or sell its Medicare billing number.
19. A supplier must have a complaint resolution protocol and maintain records.
20. Complaint records must include:
 - Beneficiary name, address, phone number
 - Health insurance claim number
 - Complaint summary
 - Resolution actions
21. A supplier must furnish CMS with required information.
22. Suppliers must be accredited by a CMS-approved organization.
23. Suppliers must notify accrediting organizations of new locations.
24. All locations must meet quality standards and be separately accredited.
25. Suppliers must disclose all products and services upon enrollment.
26. Suppliers must meet surety bond requirements.

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27. Oxygen must be obtained from a state-licensed supplier.
28. Suppliers must maintain proper ordering and referring documentation.
29. Suppliers may not share practice locations with other Medicare providers.
30. Suppliers must be open at least 30 hours per week (with limited exceptions).

Disclosure Statement Option (Standard 16)

Suppliers may provide the following statement instead of the full standards:

“The products and/or services provided to you by Lymphedema Therapy Source, PLLC are subject to supplier standards contained in Federal regulations at 42 C.F.R. § 424.57(c). These standards concern business, professional, and operational matters. The full text is available at <http://www.ecfr.gov>.”

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