



Temporary COVID-19 Guidelines: Service Authorization, Quantity Limit, and Shipping Guidelines for Durable Medical Equipment/Supplies and Prosthetic and Orthotic Providers

The following temporary guidelines for DMEPOS service authorizations, quantity limits, and shipping requirements are effective March 20, 2020; providers will be notified when temporary guidelines expire and standard requirements are reinstated.

These guidelines do not modify or change service authorization requests for dates of service prior to March 19, 2020. Please note, DMEPOS service authorization, quantity limits, and shipping temporary guidelines **do not waive** the overall service authorization requirements when billing. Providers are encouraged to continue to submit service authorization requests as quickly as possible to prevent payment issues with future claims.

Oral/Enteral Nutrition and Supplies

For **NEW enteral nutrition supplies** (does not include changing suppliers or SA renewals), the supplier may dispense a 30-day supply of appropriate nutrition and supplies as prescribed by a physician, physician assistant, and/or advance nurse practitioner without an approved service authorization when following the requirements below.

- Must ensure appropriate medical records and documentation are obtained when the prescription and completed Certificate of Medical Necessity CMN are submitted to the supplier to support the request for enteral products.
- Must submit the service authorization request, with all appropriate documentation, no later than 30 days after initial dispensing of oral or enteral products.
- May continue to supply a 30-day supply of oral nutrition or a 90-day supply of enteral nutrition and supplies during pendency of the service authorization review. Prior to dispensing a 90-day supply, the recipient must agree to receive such quantity. Upon service authorization approval, providers may dispense 3-month quantities of products every 3 months as needed until the temporary guidelines are rescinded and recipients have agreed to receive such quantities.

For **CURRENTLY authorized current authorizations** where an increase in caloric intake is indicated and/or the formula requirements change the overall HCPCS code, the supplier:

- May dispense up to a 90-day quantity, if agreed to by the recipient, of appropriate nutritional units as prescribed by a physician, physician assistant, and/or advance nurse practitioner without an approved service authorization amendment.
- Must ensure appropriate medical records and documentation is obtained when the prescription and completed CMN is submitted to the supplier to support the request for enteral products.

- Must submit a request for service authorization amendment with all appropriate documentation within 60 days of the prescription change.
- May continue to dispense 3-month quantity of products every 3 months as needed during review of the service authorization amendment request and as agreed to by the recipient to receive such quantities.

For **authorizations expiring on/after April 15, 2020**, suppliers:

- May continue to dispense oral and enteral nutrition and supplies, in quantities up to a 90-day supply every 3 months if the recipient agrees to receive such quantities and as was prescribed in the expiring service authorization without a renewed service authorization.
- Must adjust quantities if a new prescription has been received by the supplier which adjusts the caloric intake and/or nutritional formula and for which a service authorization request will be submitted.
- Must submit a request for service authorization renewal no later than 30 days after the current service authorization has expired.

For **changes to oral or enteral formulas** only, not including any changes in overall caloric intake, where there is neither a HCPCS change nor an increase in caloric intake, suppliers may dispense according to the prescription change without requesting a service authorization amendment. Suppliers may dispense up to a 3-month quantity of products as needed until the temporary guidelines are rescinded and recipients have agreed to receive such quantities.

A specific [Enteral Certificate of Medical Necessity form](#) is now available for providers to assist with ensuring all necessary information is submitted with new and renewing service authorizations.

Oxygen, Ventilators, Nebulizers, Tracheostomy, Ostomy, Urological supplies

New and Renewal Service Authorizations expiring after March 19, 2020

- May dispense appropriate items and supplies as prescribed by a physician, physician assistant, and/or advance nurse practitioner without an approved service authorization until such time as the request is reviewed and approved/denied. Providers may provide up to a 90-day supply during the temporary guideline timeframe if agreed to by the recipient to receive such quantities.
- Must ensure appropriate medical records and documentation, as necessary, is obtained when the prescription and completed CMN is submitted to the supplier to support the request for these products. This includes ensuring medical records document in detail any request for over max quantities.
- Must submit a request for service authorization with all appropriate documentation within 90 days of the initial dispensing of items or end of expiring service authorization when no over max quantity items are being requested. If requesting and/or dispensing over max items, service authorization requests must be submitted within 30 days of initial dispensing of items or end of expiring service authorization.
- For service authorizations expiring between March 20, 2020 and July 31, 2020 and for which the recipient must have a physician recertify the respiratory items, providers may continue to provide necessary items as approved in the expiring service authorization thru August 31, 2020. Complete service authorization requests must be submitted no later than August 14, 2020 if the recipient will continue to need the respiratory items beyond August 31, 2020.
- May continue to dispense products as needed during pendency of the service authorization request.

Incontinence supplies

- May dispense appropriate items and supplies up to max quantities listed on the current interim fee schedule as prescribed by a physician, physician assistant, and/or advance nurse practitioner as

service authorization is not required when dispensing max or less than max quantities. Suppliers may dispense up to a 90-day supply of max quantities at a time during the temporary guidelines timeframe if agreed to by the recipient to receive such quantities.

- Suppliers may not dispense more than two (2) A6250 products per month, or up to six (6) for a 90-day supply, unless a current service authorization was previously approved and has not expired. New service authorization requests for more than two (2) products of A6250 per month will not be approved, regardless of quantities listed on new prescriptions.
- Suppliers must ensure appropriate medical records and documentation, as necessary, is obtained when the prescription and completed [Incontinence CMN](#) form is submitted to the supplier to support the request for over max quantity incontinence products. This does not include A6250 products.
- If requesting new approvals for over-max quantities, it is recommended up to a 3-month supply of fee schedule max quantities be initially dispensed during pendency of an over max quantity service authorization request. A complete service authorization request, using the Incontinence CMN, must be submitted no later than 60 days from the date of the initial dispense date. If the request is then approved for over max quantities, suppliers may dispense the additional items so that the 90-day supply originally dispensed fulfills the appropriate quantities. When the initial dispense date is May 1, 2020 or later, suppliers must submit the updated [Incontinence CMN](#) form (revised March 18, 2020).
- Suppliers may continue to dispense incontinence items for service authorizations expiring between March 20, 2020 and July 31, 2020 in alignment with quantities previously approved for up to a 90-day period if the recipient agrees. However, providers may not dispense more than two (2) A6250 per month after the current service authorization expires, regardless of the quantity previously approved. Complete service authorization renewal requests must be submitted no later than July 31, 2020. If renewal requests are not received prior to April 20, 2020, requests must use the updated [Incontinence CMN](#) form (revised March 18, 2020).

Required face-to-face visits may be conducted via telehealth during the temporary guideline period.

Burn garments and cranial remolding orthosis

- Suppliers may dispense up to a 90 day supply of needed items, if the recipient agrees to receive such quantities, without approved service authorizations so long as the service authorization request is submitted with all appropriate documentation within 30 days of the initial dispensing of products.
- After submission of the service authorization request, suppliers may continue to dispense up to the monthly max quantities during the service authorization review process.

All other DMEPOS items noted as requiring service authorization on the most current interim fee schedule must have an approved service authorization in place prior to dispensing the item or service. This includes, but is not limited to, compression stockings, commode and/or shower chairs, hospital beds, mattresses, CPAPs, patient lifts, power wheelchairs, wheelchair items and accessories identified as needing service authorization on current interim fee schedule, and certain prosthetics and orthotics.

Delivery/shipping of products during the COVID-19 temporary guidelines

- If delivering product to a recipient's address, to avoid recipient signature requirement and a face-to-face hand off of the paperwork, you may:
 - Document the call between the recipient/guardian and the supplier setting up and noting when the delivery is expected to take place to ensure items are not left outside and subject to theft, loss, inclement weather, etc. Documentation must ensure that someone capable of lifting the items into the home will be available during delivery and document the quantity to be delivered, especially if dispensing up to a 90-day supply of heavier or bulkier items. If delivering more than a

30-day supply, recipient must agree to the higher quantity shipment and understand how many and how heavy the boxes will be.

- Verify the recipient/guardian is home by either receiving wave thru a window, a cell phone call, or other means of verification.
- Document the driver's delivery date and time of delivery on the delivery receipt in place of the recipient's signature.
- If shipping product to a recipient outside of a 50-mile radius of the supplier's closest location to the recipient, shipping must be completed according to regulations and by the most economical shipping method available. If shipping more than a 30-day supply, recipient must have previously agreed to a higher quantity shipment and understand how many and how heavy the boxes will be.
- If shipping product to a recipient within a 50-mile radius of the supplier's closest location, no more than a 30-day supply may be dispensed and shipped per month. Shipping must be by the most economical shipping method available and follow all other shipping requirements.

General questions? Contact Karen Benson at karen.benson@alaska.gov.

Questions that include protected health information (PHI)? Contact Karen Benson via secure email at karen.benson@hss.soa.directak.net.

Every effort will be made to address your questions as quickly as possible.