



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

The following temporary guidelines for DMEPOS service authorizations and quantity limits are effective December 6, 2021; provider will be notified when temporary guidelines expire and standard requirements are reinstated. This guidance effectively ends previous temporary COVID-19 Guidelines issued in March 2020 as of December 5, 2021.

**Oral/Enteral Nutrition and Supplies – Effective 12/06/2021:**

For New Enteral needs (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 of 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providers may dispense 3-month quantities of products every 3 months as needed until the temporary guidelines are rescinded and recipients have agreed to receive such quantities.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 approved authorizations** where an increase in caloric intake is indicated and/or the formula requirements change the overall HCPC code, the supplier:

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 Suppliers may dispense a 3-month quantity of products as needed until the temporary guidelines are rescinded and recipients have agreed to receive such quantities.

## **Oxygen, Ventilators, Nebulizers, Tracheostomy, Ostomy, Urological supplies – Effective 12/06/2021:**

### Initial and Renewal Service Authorizations

- 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 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 date of service.
- May continue to dispense products as needed during pendency of the service authorization request.

### **Incontinence supplies, effective 12/06/2021:**

- 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 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 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 over max quantity incontinence products. This does not include A6250 products as requests for over max quantity of A6250 products will not be approved.
- If requesting new approvals for over-max quantities, it is recommended 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.

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

### **Burn garments and cranial remolding orthosis, effective 12/06/2021:**

- Suppliers may dispense 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.

General questions? Contact Karen Benson at [karen.benson@alaska.gov](mailto:karen.benson@alaska.gov) or Tracy Stephens at [tracy.stephens@alaska.gov](mailto:tracy.stephens@alaska.gov)

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