

Durable Medical Equipment

Quick Reference Guide

Key Points:

- ➔ The Department of Veterans Affairs (VA) is the primary resource for all routine durable medical equipment (DME) for Veterans.
- ➔ For urgent or emergent care, providers may directly supply Veterans with DME and TriWest will reimburse providers. Examples of urgent or emergent DME include: splints, crutches, canes, slings, or soft collars.

To order non-urgent or non-emergent DME

- ➔ To have routine DME (to include eyeglasses) authorized and provided to the Veteran, you first need to complete VA Form 10-10172, Community Care Provider–Request for Service. The RFS form is available on the [VA Storefront](#).
- ➔ On the VA Storefront homepage under “For Providers” on the left-hand navigation bar, click the “Request and Coordinate Care” menu item.
- ➔ Next, click “Request for Service Requirements.” The link to the RFS form will be at the bottom of that section.
- ➔ Once you download the RFS form, fully complete the DME section and if ordering eyeglasses, include the measurement for frames. After completing the DME form, fax it to the authorizing VAMC **within 24 hours**. VA will then directly coordinate the DME between you and the Veteran.
- ➔ ***Do NOT dispense non-urgent or non-emergent DME out of your office as you are not allowed to bill the Veteran for any services.***
- ➔ Requests for exceptions to this requirement may be considered under special circumstances.
- ➔ All DME and medical device prescriptions must include the following information:
 - Date of Request
 - Description and HCPCS Code for Each Prescribed Item
 - Detailed Information (brand, make, model, part number, etc.)
 - Diagnosis and International Classification of Diseases (ICD)-10 Code(s)
 - Item Delivery Location/Address and Expected Delivery Date
 - Medical Justification for Each Prescribed Item (if a specific brand/model/product is prescribed)
 - Medical Provider’s Signature
 - Patient Education was completed or mailed to provider to finalize education
 - Patient’s Date of Birth
 - Patient’s Full Name

- Patient's Last 4 Digits of Social Security Number (SSN)
 - Patient's MMI ICN
 - Prescribing Provider's Address
 - Prescribing Provider's Fax Number
 - Prescribing Provider's Full Name
 - Prescribing Provider's Phone Number
- Providers are responsible for all necessary DME follow-up care, including patient education, training, fitting, and adjustment for the prescribed item. VA will procure and send non-urgent/emergent DME to the prescribing CCN provider, unless specified otherwise.
 - VA reserves the right to issue comparable, functionally equivalent DME and Medical Devices to what is prescribed by the CCN provider.

To order urgent or emergent DME:

- DME must be provided to a Veteran by a treating physician, facility, or DME supplier at the time of treatment and before the Veteran leaves the provider's care site. A pre-approved referral/authorization for urgent/emergent DME is NOT required.
- Urgent or Emergent DME needs associated with clinical justification should indicate the demand to stabilize or decrease the risk of further injury. If so, DME is covered under the authorization for the visit.
- There is not an all-inclusive list of DME; however, examples of urgent or emergent DME include splints, crutches, canes, slings, soft collars and home oxygen.
- Providers should bill TriWest for the urgent or emergent DME and TriWest will reimburse the provider according to the provider's contract.
- ***Failure to plan or coordinate DME needs in advance of a scheduled procedure does not constitute an urgent or emergent need, your claims may be denied and you will not be allowed to bill the Veteran directly.***
- Any supplied DME must include follow-up care, patient education, training, fitting, and adjustment for the prescribed item as part of the supplier's responsibility.
- DME rentals are only covered for the first 30 days. TriWest will not pay for DME rentals beyond the initial 30 days. Providers must submit a Request for Service (RFS) in advance to VA if the rental is required beyond 30 days to ensure proper care coordination and no disruption to rental services.

HEARING AIDS: Prescriptions for hearing aids are to be submitted to VA for review and fulfillment. For hearing aids, providers shall provide to VA initial testing results related to potential hearing aid needs. TriWest and CCN providers cannot purchase or provide hearing aids under this contract. VA will provide information for the hearing aid manufacturers that have current contracts with VA. Refer to the [Hearing Aids and Eyeglasses Quick Reference Guide](#) for more information.

HOME OXYGEN: Requests for home oxygen are to be submitted to VA for review and fulfillment. For home oxygen, providers shall provide definitive testing results related to potential home oxygen

needs and detailed home oxygen prescriptions. Neither TriWest nor CCN providers can purchase or provide home oxygen equipment or supplies under this contract.

ORAL APPLIANCE THERAPY: TriWest shall provide the capability for Eligible Veterans to receive Oral Appliance Therapy (OAT) for obstructive sleep apnea through the medical benefit utilizing TriWest contracted appropriately credentialed dentists. OAT is classified as medical treatment for a medical disorder, obstructive sleep apnea, which is provided by a licensed dentist but is under the CCN medical benefit. The medical network of dentists' claims are billed medically to TriWest rather than through Delta Dental.