



# 2023 Policy Memo

Home Medical Equipment

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## I. Content of Service

Content of service refers to specific services and/or procedures that are considered to be an integral part of the total price of the equipment or supply to the extent that separate reimbursement is not recognized. Examples of services which can be considered content of service are:

- Any entries into the patient's records.
- Evaluation of reports on tests or studies.
- Advice, counseling or information provided during or in association with the service.
- Containers and labeling.
- Shipping or delivery within normal trade area or practice.
- Setup of equipment.
- Repair and maintenance of normal wear on rental equipment.
- Billing fees.
- Taxes.
- Fittings, adjustments and video monitoring.
- Items of office overhead such as malpractice insurance, telephones, personnel, etc.

Note: Appropriate all-inclusive HCPCS codes must be used when available.

## II. Pre-Certification (Required by Certain Members' Contracts)

Certain members' contracts require home medical equipment to be pre-certified by writing Blue Cross and Blue Shield of Kansas, Inc. (BCBSKS). This pre-approval must be received before delivery. Suppliers will be told of such requirements when the provider calls to verify member benefits.

## III. Non-Covered Services

### A. CONTRACT EXCLUSIONS

This agreement excludes certain services such as professional services that the contracting provider is not licensed/certified to perform.

### B. MEMBER CONTRACT EXCLUSIONS

Some member contracts may exclude an item or service in its entirety or parts of the service thereof. An example would be total enteral nutrition (TEN).

### C. INDEMNIFIED AMOUNTS

Some member contracts limit the actual dollar amount that can be reimbursed for a given service. Balances on these amounts are the member's responsibility.

### D. DELUXE FEATURES

The company will base reimbursement on the standard item, and any member's choice of deluxe features is the member's financial responsibility. The contracting provider must have the appropriate waiver signed before the service is rendered.

## IV. Rental in Lieu of Purchase

On items or equipment so designated by BCBSKS, monthly rental will be allowed toward the normal retail price up to the MAP or provider's charge, whichever is less. Once rental allowables have met the purchase price, the obligations of BCBSKS and the supplier end for that item. (This provision does not apply to ventilators or oxygen/oxygen equipment. Monthly rental may continue.)

**V. Member's Coverage is Terminated**

If the member drops coverage or switches carriers at any time, the obligation of BCBSKS ends and the supplier can bill the patient or pick up the item or equipment.

**VI. Availability of Equipment and Performance Criteria**

The contracting supplier agrees to provide to members medical equipment and other supplies. Such supplies will be immediately available in the contracting supplier's warehouse. Additionally, items not routinely available will be obtained as rapidly as possible, not to exceed ten calendar days, by the contracting supplier (unless delayed by manufacturer). Additional responsibilities include:

- A. Accept orders for medical equipment, related products and services on a 24-hour basis.
- B. Deliver and service medical equipment and related products ordered for or furnished to members.
- C. If required, perform in-service training to employees of BCBSKS to provide an understanding of the equipment and types of services provided.
- D. Maintain an adequate inventory of medical equipment and related products and supplies.
- E. The contracting supplier agrees to provide full medical liability, accident, automobile, workers compensation, comprehensive general liability and professional malpractice insurance for its employees, or to undertake the obligations for coverage which would ordinarily be contained within a standard form of such policies.
- F. Before billing for ongoing supplies and rental of DME/HME, ensure items are still in use and meet medical necessity requirements.
- G. Automatic shipment of supplies is not permitted without prior written consent of the member.



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