

Fact Sheet: The Centers for Medicare & Medicaid Services (CMS) Launches New Demonstration with Durable Medical Equipment (DME) Suppliers!

On January 01, 2016, CMS launched a new Demonstration with DME Suppliers that submit Medicare Fee-For-Service (FFS) claims, called the Formal Telephone Discussion Demonstration. The Demonstration will provide selected suppliers that have submitted second level appeal requests, called reconsiderations, the opportunity to participate in a formal recorded telephone discussion with the DME Qualified Independent Contractor (QIC), C2C Innovative Solutions, Inc. Suppliers will be able to discuss the facts of the case and provide any additional documentation, which will be included in the administrative case file, that would assist in reaching a favorable determination.

At this time, only suppliers submitting claims to DME Medicare Administrative Contractor (DME MAC) jurisdictions C (CGS Administrators, LLC) and D (Noridian Healthcare Solutions, LLC) will be eligible for the telephone discussions. The service types under this Demonstration will initially focus on diabetic testing supplies and oxygen equipment, and the Demonstration is limited to a maximum of five claims per National Provider Identifier/Supplier (NPI).

Under the Demonstration, C2C will also conduct reopenings of claims that are similar to those selected as part of the formal telephone discussion. Specifically, C2C will conduct an analysis of decisions that are currently pending with the QIC, previously adjudicated by the QIC, and/or currently at the Office of Medicare Hearings and Appeals (OMHA) that could be resolved favorably as a result of the information gained through the formal telephone discussion.

The universe of claims for reopenings will only include decisions that were made on or after January 1, 2013 for DME MAC Jurisdictions C and D, and for diabetic testing supplies and oxygen equipment. C2C will present its findings, and a list of claims for potential reopenings, to the selected suppliers that participate in a formal telephone discussion.

CMS believes the discussion process will be beneficial to suppliers as they will now have the opportunity for direct interaction with the reconsideration decision maker to provide verbal testimony, submit any missing or critical documentation needed to further support a favorable decision, and receive feedback/education on CMS policies and requirements.

Participation in this Demonstration is voluntary, and suppliers selected will receive notification through the mail from C2C. The notification letter will include a scheduled time and date for the telephone discussion. If suppliers wish to participate, they must return the completed contact information form in the notification letter, via mail or fax, to C2C by the time frame indicated in the notification.

Additional information regarding the demonstration can be found at

<https://www.c2cinc.com/FormalTelephoneDiscussionDemonstration.aspx>.