

## **UPDATED - 80% Favorable Outcomes for Suppliers Participating in DME Medicare Appeals Demonstration**

On January 1, 2016, the Centers for Medicare & Medicaid Services (CMS) launched the Formal Telephone Discussion and Reopenings Demonstration with Durable Medical Equipment (DME) suppliers that submit Medicare Fee-For-Service claims. This demonstration gives selected suppliers that submit second level appeal requests (reconsiderations) the opportunity to participate in a formal recorded telephone discussion with the DME Qualified Independent Contractor, C2C Innovative Solutions, Inc. During these discussions, suppliers present the facts of the case and provide any additional documentation to support a favorable determination. Currently, only suppliers submitting claims to DME Medicare Administrative Contractor (DME MAC) Jurisdictions C and D are eligible for this demonstration, which initially focused on diabetic testing supplies and oxygen equipment.

Preliminary data indicates that reconsiderations completed under the demonstration resulted in approximately 80% favorable outcomes for suppliers who participated in a discussion, twice the level experienced by suppliers who declined to participate. C2C worked with participating suppliers to reopen and resolve favorably approximately 12,000 appeals that were previously adjudicated unfavorably and pending at the Office of Medicare Hearings and Appeals (OMHA).

To support the continued success of this effort and offer new opportunities for supplier participation, CMS has made several changes, including:

- Offering participation in discussions and/or reopenings on **all** Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) claim types within DME MAC Jurisdictions C and D.
- Removing the five claims per National Provider Identifier (NPI) limit
- Removing the requirement that a formal telephone discussion occur before a reopening can be offered

Participation in this demonstration remains voluntary. Suppliers in Jurisdictions C and D selected for participation will continue to receive notification from C2C. The notification letter will include the time and date of the telephone discussion. Suppliers who receive a notification letter and wish to participate in the discussion must return the contact information form in the letter via mail or fax within the time frame indicated in the notification.

For reopenings under this demonstration, C2C will continue to work to identify appeals that can be resolved favorably through this process. When an appeal has been identified for potential reopening, C2C may send suppliers a documentation request letter indicating which documents are needed to reopen the appeal and process favorably. If suppliers wish to participate, they must return the completed Supporting Documentation Cover Letter, and requested documents, via mail or fax, to C2C within the time frame indicated in the reopening notification letter.