DME CERT Outreach and Education Task Force
2017 Activity
DME CERT Outreach and Education Task Force Team Members

• DME Provider Outreach and Education Staff
• DME CERT Coordinators
• DME Medical Review Staff
• CMS Liaisons
DME CERT Outreach and Education Task Force Functions

• Act independently of the CERT Contractor to provide education to the DMEPOS supplier community
  – Target high CERT error categories
  – Provide current Medicare policy specific education
  – Provide general Medicare requirement education
• Example: Standard Documentation required for all DMEPOS items (i.e., Detailed Written Orders, Proof of Delivery)
DME CERT Outreach and Education Task Force

Team Goal

• Primary Goal is reduction of the CERT error rate through education utilizing:
  – Webinars
  – In-Person event attendance
  – Opportunities to interface with suppliers whenever offered

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>DME Improper Payment Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>73.8%</td>
</tr>
<tr>
<td>2011</td>
<td>67.4%</td>
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<tr>
<td>2012</td>
<td>66.0%</td>
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<tr>
<td>2013</td>
<td>58.2%</td>
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<tr>
<td>2014</td>
<td>53.1%</td>
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<tr>
<td>2015</td>
<td>39.9%</td>
</tr>
<tr>
<td>2016</td>
<td>46.3%</td>
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</tbody>
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DME CERT Outreach and Education Task Force
Recent Web-based Education

• Insufficient documentation CERT review denials held May 16
  – Policies addressed were Oxygen, PAP, Knee Orthoses, Nebulizer and External Infusion Pumps
  – DME MAC data analysis by CERT coordinators directed policies chosen
  – Provided specific examples
    • What error occurred
    • Resolution to that error
DME CERT Outreach and Education Task Force
Recent In-Person Education

• Medtrade Spring 2017
  – February 27 – March 1
  – Presented common errors for PAP, Oxygen, Manual Wheelchairs as well as general Face-to-Face and 5EO requirements

• American Academy of Orthotists and Prosthetists (AAOP) Annual Symposium
  – March 1 – March 4
  – Presented on Lower Limb Prostheses, Lower Limb Orthoses and Spinal Orthoses

• National Home Infusion Association (NHIA) Annual Conference
  – May 22 – May 25
  – Presented on decreasing CERT error rates for home infusion
DME CERT Outreach and Education Task Force

Looking Forward

• Preparation initiated for collaborative event with A/B CERT Taskforce
  – Targeting Home Health, Skilled Nursing and the DME component

• Medtrade Fall 2017
  – October 23 - 25