

Telemarketing Frequently Asked Questions

Question 1: Under what circumstances can a DME supplier make telephone contact with a beneficiary regarding a Medicare covered item?

Answer 1: If the beneficiary gave written permission for the supplier to contact him/her, if the supplier has already provided a covered item to the beneficiary and the supplier is calling the beneficiary about such covered item or if the beneficiary has already received a covered item from the supplier in the last 15 months.

Question 2: Is a supplier returning a beneficiary's phone call considered an "unsolicited" contact?

Answer 2: No. In that scenario, the beneficiary initiated the contact and is inviting a response from the supplier.

Question 3: If a supplier makes solicited contact with a beneficiary for a particular covered item, can the supplier speak with the beneficiary about additional covered items during that same contact?

Answer 3: No. If this is the first contact ever made by the supplier to the beneficiary, then the supplier is prohibited from attempting to solicit the purchase of additional covered items since the supplier only had permission to contact the beneficiary regarding the particular covered item prescribed by the physician. Once the supplier has provided the covered item to the beneficiary, then the exceptions listed in A1 above may be applied.