Oregon Health Authority

Division of Medical Assistance Programs

Action Request Transmittal

Donald Ross, Manager
DMAP Policy and Planning Section
Authorized Signature

Number: DMAP-AR 11-003
Issue Date: 08/25/2011

Topic: Medical Benefits

Effective Date: 08/26/2011

Subject: Urgent medical equipment and supplies (DMEPOS) needs

Applies to (check all that apply):

- ☐ All DHS employees
- ☒ Area Agencies on Aging
- ☒ Children, Adults and Families
- ☐ County DD Program Managers
- ☐ County Mental Health Directors
- ☐ Health Services
- ☒ Seniors and People with Disabilities
- ☒ Other (please specify): DHS and OHA staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists

Action Required:

Help Oregon Health Plan (OHP) clients find DMEPOS using the steps below.

Reason for Action:

On August 1, 2011, the Division of Medical Assistance Programs (DMAP) lowered payment rates for durable medical equipment, prosthetics, orthotics and supplies (DMEPOS). Because of this rate change, some DMEPOS providers may stop providing some or all DMEPOS to fee-for-service clients with Oregon Health Plan (OHP) coverage.

We want clients to continue getting the DMEPOS that they need. In the attached letter, we direct clients to call the Client Services Unit (CSU) or their caseworker for help finding the DMEPOS they need.

If you receive a call about accessing DMEPOS:

1. Check to see if the client is enrolled in an OHP managed care plan. If the client is enrolled, refer the client to their managed care plan. Enrolled clients are provided DMEPOS through their managed care plan.
2. If the client is not enrolled in a managed care plan, determine if the client is exempt from enrollment. If the client is not exempt, enroll them if possible.
3. If enrolling a client in a managed care plan isn't an option, have the client call CSU at 1-800-273-0557. CSU has a list of DMEPOS providers throughout the state. They will help the client find DMEPOS.

Field/Stakeholder review: ☐ Yes ☒ No

If yes, reviewed by:

If you have any questions about this information, contact:

Contact(s):	Client Services Unit (CSU)		
Phone:	1-800-273-0557	**Fax:**	503-945-6898
E-mail:			

HEALTH CARE PROGRAMS
Division of Medical Assistance Programs
John A. Kitzhaber, MD, Governor

Oregon Health Authority

500 Summer St NE E35
Salem, OR, 97301
Voice: 503-945-5772 or 1-800-527-5772
FAX: 503-373-7689
TTY: 711
www.oregon.gov/OHA/healthplan

August 25, 2011

Subject: Medical equipment and supplies

Dear Client,

On August 1, 2011, the Division of Medical Assistance Programs (DMAP) lowered payment rates for medical equipment and supplies. This reduces the amount we pay to providers for these services.

Please be assured you will continue receiving the care you need. This does not change your coverage and you will not have to pay more for medical equipment or supplies. Unfortunately, due to this change some providers have said they will not be able to continue serving OHP clients. We apologize for any inconvenience this may cause you. If you need medical equipment or supplies and your provider is not able to serve you anymore, we can help. Please call:

- Client Services Unit (CSU) at 800-273-0557, TTY 711, or
- Your caseworker

What are medical equipment and supplies?

- Canes, crutches, walkers
- Artificial limbs (orthotics and prosthetics)
- Ostomy, urological and surgical supplies
- Supplies or equipment/equipment repairs related to:
  - Diabetes care
  - Hospital beds
  - Ventilators, oxygen, nebulizers, CPAP, suction pumps, apnea monitors
  - Manual or power wheelchairs, scooters

Again, we are very sorry if this change causes any inconvenience. During tough economic times, we face many difficult decisions. However, we are committed to making sure you continue receiving the services, medical equipment and supplies you need.

If you have any questions about this information, please call OHP Client Services at 1-800-273-0557 (TTY 711) Monday through Friday, 8:15 a.m. to 4:45 p.m. (phone lines closed 11:30 a.m. to 12:30 p.m. daily).

Sincerely,

Judy Mohr Peterson, Director
Division of Medical Assistance Programs
Oregon Health Authority

HEALTH CARE PROGRAMS
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John A. Kitzhaber, MD, Governor

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August 25, 2011

To: Ordering providers – Hospital Discharge Planners, Adult Foster Homes, etc.

From: Donald Ross, Manager
DMAP Policy and Planning Section

Subject: Client access to medical equipment and supplies

On August 1, 2011, the Division of Medical Assistance Programs (DMAP) lowered payment rates for medical equipment and supplies. This reduces the amount we pay to providers for medical equipment and supplies.

Please know this does not change a client's coverage for medical equipment and supplies. Unfortunately, due to this change some providers have said they will not be able to continue serving OHP clients. We apologize for any inconvenience this has caused you. If your OHP client needs medical equipment or supplies and can't find a provider, we can help.

- **Providers call:** Provider Services Unit at 1-800-336-6016, Monday through Thursday, 8:30 a.m. to 4:30 p.m. and Friday 10 a.m. to 4:30 p.m. (phone lines closed 11:25 a.m. to 12:30 p.m. daily).
- **Clients call:** Client Services Unit (CSU) at 800-273-0557, TTY 711, Monday through Friday, 8:15 a.m. to 4:45 p.m. (phone lines closed 12:30 p.m. to 1:30 p.m. daily).

What are medical equipment and supplies?

- Canes, crutches, walkers
- Artificial limbs (orthotics and prosthetics)
- Ostomy, urological and surgical supplies
- Supplies or equipment/equipment repairs related to:
  - Diabetes care
  - Hospital beds
  - Ventilators, oxygen, nebulizers, CPAP, suction pumps, apnea monitors
  - Manual or power wheelchairs, scooters

Again, we are very sorry if this change has caused any inconveniences. During tough economic times, we face many difficult decisions. Please know we are committed to making sure you continue receiving the services, medical equipment and supplies you need.

DMEPOS Access

Client Services Unit and Provider Services Unit
Phone Script – August 2011

Background

Some fee-for-service (FFS) durable medical equipment, prosthetics, orthotics and supplies (DMEPOS) providers have sent letters to their Oregon Health Plan (OHP) clients saying that, due to rate reductions, they will no longer be able to supply them with some or all needed durable medical equipment and supplies. We want to assure clients and ordering providers that those who need durable medical equipment and supplies, will continue to receive them.

We are sorry this is happening. Due to the severe revenue shortfall, effective August 1, 2011, most provider rates were reduced in the 2011-2013 budget, and because most of the dollars in the OHP budget go to providers for services, that is where the bulk of the budget reductions have been made.

DMAP sent a letter to ordering providers (i.e., adult foster homes, hospital discharge planners) directing them to call the Provider Services Unit (PSU) for help finding a DMEPOS provider that will serve FFS OHP clients.

DMAP is committed to ensuring clients receive the DMEPOS they need. Please use this phone script to help guide you as you help either clients or providers find a DMEPOS provider that will serve OHP clients.

CSU and PSU are the only units with the provider list that is referenced throughout this script. The provider list changes every week, so we aren't sending it to any other units. If you take a call from a client or provider and you need to find a provider using the provider list, please forward providers to PSU (1-800-336-6016) and clients to CSU (1-800-273-0557 [TTY 711]).

Support statements

Clients will continue to get the services they need. We can help you find a new provider.

Tone

Reassuring; understanding; sympathetic.

Q&A for clients

My DMEPOS provider will not serve me anymore. Why?

We are sorry this is happening. Some FFS DME providers have said that, due to rate reductions, they will no longer be able to supply clients with some or all needed durable medical equipment and supplies. We want to assure you that those who need durable medical equipment and supplies will continue to receive them.

I can enroll you in a medical plan if one is available or I can help you find a DMEPOS provider.

- Determine if the client is exempt from OHP medical plan enrollment and enroll them if possible.
- If enrolling a client in a medical plan isn't an option, use the provider list to find the nearest DMEPOS provider that can help the client.

My DMEPOS provider won't serve me anymore. What can I do?
My DMEPOS provider sent me a letter saying they won't serve me anymore. What should I do?
My DMEPOS will not make repairs to my equipment. What should I do?

I can enroll you in a medical plan if one is available or I can help you find a DMEPOS provider.

- Determine if the client is exempt from OHP medical plan enrollment and enroll them if possible.
- If enrolling a client in a medical plan isn't an option, use the provider list to find the nearest DMEPOS provider that can help the client.

What does it mean to be enrolled in a managed care plan?

If you are enrolled in a managed care plan, your plan will make sure you get the DMEPOS you need.

When you are enrolled in a managed care plan, you will have guaranteed access to health care 24 hours a day, 7 days a week. Your managed care plan will ask you to choose a Primary Care Provider (PCP). Your PCP will:

- Provide or coordinate your medical services and treatments;
- Keep your medical records in one place to give you better service;
- Provide access for you to medical care 24 hours a day, 7 days a week;
- Be your first contact when you need medical care;
- Arrange for your specialty or hospital care when needed.

I am enrolled in a medical plan and my DMEPOS provider won't serve me anymore. What should I do?

You should call your plan's Member Services/Customer Service line. Your managed care plan is required to help you find a provider.

My <wheelchair or other DMEPOS> was approved by DMAP, but now my DMEPOS provider won't serve me anymore. What should I do?

I can enroll you in a medical plan if one is available or I can help you find a DMEPOS provider and get the approval for your <DMEPOS item> transferred to the new provider.

Determine if the client is exempt from OHP medical plan enrollment and enroll them if possible.

- If enrolling a client in a medical plan isn't an option, use the provider list to find the nearest DMEPOS provider that can help the client.
- Look in MMIS to see if we approved a Prior Authorization (PA) for the specific DMEPOS the client is talking about. If the DMEPOS was approved, tell the client to choose a new DMEPOS provider and call us back when they have a DMEPOS provider that will serve them and we will ensure the PA gets transferred to the new DMEPOS provider.

Q&A for providers

The DMEPOS provider I usually send my clients/patients to won't serve OHP clients anymore. Why?

On August 1, 2011, DMAP lowered DMEPOS provider payment rates. Because of this reduction, some providers have said they will not be able to serve OHP clients. I can help you find a DMEPOS provider in your area.

- Use the provider list to find the nearest DMEPOS provider.

My patient/client's DMEPOS provider won't serve them anymore. What can I do?
My patient/client's DMEPOS provider sent me a letter saying they won't serve OHP clients anymore. What should I do?
My patient/client's DMEPOS provider will not make repairs to their equipment. What should I do?

We can enroll your patient/client in a medical plan if one is available or I can help you find a DMEPOS provider. If you would like your patient/client enrolled in a managed care plan, please have them call Client Services Unit at 1-800-273-0557.

- If appropriate, use the provider list to find the nearest DMEPOS provider.

My patient/client's <wheelchair or other DMEPOS> was approved by DMAP, but now the DMEPOS provider won't serve OHP clients anymore. What should I do?

We can transfer the approved Prior Authorization (PA) to a DMEPOS provider who will serve the client.

- Gather information about the ordering provider and look in MMIS to see if we approved a Prior Authorization (PA) for the client in question for the specific DMEPOS the provider is talking about. If the DMEPOS was approved, tell the provider to choose a new DMEPOS provider and call us back when they have a DMEPOS provider that will serve the client. Once we have this information we will ensure the PA gets transferred to the new DMEPOS provider.
- If appropriate, use the provider list to find the nearest DMEPOS provider.