DME AND SUPPLIES* WORKGROUP

QUARTER 3 ACTIVITIES

• Held twice monthly Workgroup meetings.
• Each MCO provided a formal presentation on the DME/Supplies Prior Authorization (PA) process.
• Recruited DME providers to participate on the Workgroup.
• Continued to identify issues/challenges related to DME and supplies.
• DMMA Policy Unit initiated meetings with the DMMA Program Integrity (PI) Unit to discuss issues related to DME requests and Third Party Liability (TPL), Coordination of Benefits (COB).
• Recommended development of an MCO care coordinator training specific to DME/supplies requests. Provided input regarding suggested content.
• Explored potential development of a standardized template for DME/supplies PA requests versus FAQs for providers and members.

KEY ISSUES TO NOTE

• Workgroup participants reflect a broad array of perspectives.
• Stressed the importance of care coordinators supporting families and working closely with DME providers to facilitate requests.
• DME providers are actively participating in Workgroup meetings.
• Explored issues related to DME/supplies TPL and COB with member’s primary insurance.
• Discussed pros/cons of a standardized DME/supplies template versus FAQs for providers and members.

UPCOMING ACTIVITIES

• MCO development of educational materials for care coordinators specific to DME/supplies requests.
• DMMA Policy Unit follow up meeting with the DMMA PI Unit.
• Continued discussion of ways to best support families with DME/supplies.
• Upcoming meetings:
  • October 26, 2021
  • November 9, 2021

2021 Q2
• Established Workgroup
• Created 2021 work plan
• Gathered information from MCOs, families, providers

2021 Q3
• Discussed issues identified related to PA, appeals, denials, coordination of benefits, etc.
• MCO presentations on DME/supplies PA process

2021 Q4
• Develop and issue communications about changes
• MCOs finalize DME/supplies care coordinator training
• Review and update the DME and supplies policies to reflect CMC recommendations

2022 Q1
• Continue implementing changes as needed

*Note that supplies includes pharmaceutical supplies