

DME AND SUPPLIES* WORKGROUP

QUARTERLY REPORT

OCTOBER 12, 2021

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

