

Dear PMC Members:

On Wednesday, August 29, 2007 the Centers for Medicare and Medicaid Services (CMS) hosted an Open Door Forum (ODF) on Home Health, Hospice and Durable Medical Equipment (DME). Natalie Johnson Highsmith of CMS' Office of External Affairs moderated the forum. Also representing CMS in the DC office was Carol Blackburn, Director of the Division of Home Health, Hospice and HCPCs. A majority of the ODF was devoted to home health issues and the recently promulgated rule regarding Medicare home health payments.

The following were items discussed that are of interest to power mobility device (PMD) suppliers:

#### DMEPOS Update

CMS announced that registration for suppliers to sign-up to submit bids for the initial rounds for competitive bidding is now closed and those registered have until September 25<sup>th</sup> to finalize and submit bids. Moreover, those suppliers who intend to submit bids must be accredited by October 31<sup>st</sup> if their bids are to be considered. CMS reminded suppliers that accreditation can take up to 4 months, so suppliers should already have the process underway if they hope to be accredited by the deadline.

CMS has set no “drop dead” date by which all suppliers need to be accredited. CMS, however, is hearing from the accreditation bodies that suppliers from outside the 10 MSAs are applying for accreditation and CMS appreciated those suppliers who are “ahead of the curve.”

#### Anti-Fraud Demonstration

CMS reiterated that they have initiated an anti-fraud demonstration that will require all suppliers in Los Angeles, CA and South Florida to re-register for their supplier numbers. Suppliers in San Bernidino, Riverside, Orange and LA counties in California and those in Miami-Broward, Dade and Palm Beach counties in Florida will be receiving letters from their contractors requiring that they:

- complete a CMS 855 application within 30 days of the receipt of the letter;
- have owners and managers undergo a criminal background check as specified in the letter; subject suppliers to more frequent and unannounced site visits; and
- significant oversight if the supplier has had a change of ownership within the past 2 years.

If suppliers fail to follow the instructions on the letter or cannot comply with CMS regulations, their Medicare billing privileges and supplier number will be revoked.

CMS reminded suppliers in Southern California and South Florida to make sure their contact information is up-to-date and correct. More information on the supplier enrollment can be found at: <http://www.cms.hhs.gov/MedicareProviderSupEnroll/>.

A question from the PMC pressed CMS on why new suppliers are not required to be accredited and suggested that such a requirement would ensure that, at a minimum, all new suppliers will be certified as following Medicare's new quality standards. CMS stated that the demonstration project goes beyond accreditation by requiring background checks.

### Satisfaction Surveys

CMS has released the results of their provider survey designed to help measure satisfaction with Medicare contractors. CMS sent 36,000 surveys to Medicare suppliers and providers across the Medicare spectrum. Over 65% of the providers responded with 85% of respondents rating the contractors in the 4-6 range (out of a scale of 6) regarding satisfaction. CMS did note that there were some complaints and these issues are being reviewed with the contractors in question. Complete survey results can be found at: [www.cms.hhs.gov/mcpss](http://www.cms.hhs.gov/mcpss).

The next CMS ODF for Home Health, Hospice and DME is scheduled for October 10<sup>th</sup>. The PMC will forward to you details on how to participate when they become available.