

Babette Maiss, CMF,CLT,CMT
13 Williamsburg Lane
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530-321-5668

DURABLE MEDICAL EQUIPMENT, PROSTHETICS, ORTHOTICS, AND SUPPLIES (DMEPOS) QUALITY STANDARDS

1. Babette Maiss, CMF,CLT,CMT must be in compliance with all applicable Federal and State licensure and regulatory requirements.
2. Babette Maiss, CMF,CLT,CMT must provide complete and accurate information on the DMEPOS supplier application. Any changes to this information must be reported to the National Supplier Clearinghouse within 30 days.
3. An authorized individual (one whose signature is binding) must sign the application for billing privileges.
4. Babette Maiss, CMF,CLT,CMT must fill orders from its own inventory, or must contract with other companies for the purchase of items necessary to fill the order. Babette Maiss, CMF,CLT,CMT may not contract with any entity that is currently excluded from the Medicare program, any State health care programs, or from any other Federal procurement or non-procurement programs.
5. Babette Maiss, CMF,CLT,CMT must advise beneficiaries that they may rent or purchase inexpensive or routinely purchased durable medical equipment, and of the purchase option for capped rental equipment.
6. Babette Maiss, CMF,CLT,CMT must notify beneficiaries of warranty coverage and honor all warranties under applicable State law, and repair or replace free of charge Medicare covered items that are under warranty.
7. Babette Maiss, CMF,CLT,CMT must maintain a physical facility on an appropriate site.
8. Babette Maiss, CMF,CLT,CMT permit CMS, or its agents to conduct on-site inspections to ascertain the supplier's compliance with these standards. The supplier location must be accessible to beneficiaries during reasonable business hours, and must maintain a visible sign and posted hours of operation.
9. Babette Maiss, CMF,CLT,CMT must maintain a primary business telephone listed under the name of the business in a local directory or a toll free number available through directory assistance. The exclusive use of a beeper, answering machine or cell phone is prohibited.
10. Babette Maiss, CMF,CLT,CMT must have comprehensive liability insurance in the amount of at least \$300,000 that covers both the supplier's place of business and all customers and employees of the supplier. If the supplier manufactures its own items, this insurance must also cover product liability and completed operations.
11. Babette Maiss, CMF,CLT,CMT must agree not to initiate telephone contact with beneficiaries, with a few exceptions allowed. This standard prohibits suppliers from calling beneficiaries in order to solicit new business.
12. Babette Maiss, CMF,CLT,CMT is responsible for delivery and must instruct beneficiaries on use of Medicare covered items, and maintain proof of delivery.

13. Babette Maiss, CMF,CLT,CMT must answer questions and respond to complaints of beneficiaries, and maintain documentation of such contacts.
14. Babette Maiss, CMF,CLT,CMT must maintain and replace at no charge or repair directly, or through a service contract with another company, Medicare-covered items it has rented to beneficiaries.
15. Babette Maiss, CMF,CLT,CMT must accept returns of substandard (less than full quality for the particular item) or unsuitable items (inappropriate for the beneficiary at the time it was fitted and rented or sold) from beneficiaries.
16. Babette Maiss, CMF,CLT,CMT must disclose these supplier standards to each beneficiary to whom it supplies a Medicare-covered item.
17. Babette Maiss, CMF,CLT,CMT must disclose to the government any person having ownership, financial, or control interest in the supplier.
18. Babette Maiss, CMF,CLT,CMT must not convey or reassign Babette Maiss, CMF,CLT,CMT; i.e., the supplier may not sell or allow another entity to use its Medicare billing number.
19. Babette Maiss, CMF,CLT,CMT must have a complaint resolution protocol established to address beneficiary complaints that relate to these standards. A record of these complaints must be maintained at the physical facility.
20. Complaint records must include: the name, address, telephone number and health insurance claim number of the beneficiary, a summary of the complaint, and any actions taken to resolve it.
21. Babette Maiss, CMF,CLT,CMT must agree to furnish CMS any information required by the Medicare statute and implementing regulations.
22. Babette Maiss, CMF,CLT,CMT must be accredited by a CMS-approved accreditation organization in order to receive and retain Babette Maiss, CMF,CLT,CMT billing number. The accreditation must indicate the specific products and services, for which the supplier is accredited in order for the supplier to receive payment of those specific products and services (except for certain exempt pharmaceuticals).
23. Babette Maiss, CMF,CLT,CMT must notify their accreditation organization when a new DMEPOS location is opened.
24. Babette Maiss, CMF,CLT,CMT locations, whether owned or subcontracted, must meet the DMEPOS quality standards and be separately accredited in order to bill Medicare.
25. Babette Maiss, CMF,CLT,CMT must disclose upon enrollment all products and services, including the addition of new product lines for which they are seeking accreditation. If a new product is added after enrollment, Babette Maiss, CMF,CLT,CMT will be responsible for notifying the accrediting body of the new product so that Babette Maiss, CMF,CLT,CMT can be re-surveyed and accredited for these new products.
26. Babette Maiss, CMF,CLT,CMT must obtain a surety bond in order to receive and retain a supplier billing number.