

Supplier Standard Form

Patient's Name: _____

This certification is required by section 32.024 of the Human Resources Code and Sec. 424.57 of the Federal Register and must be completed before the DME provider can be paid for durable medical equipment and/or supplies provided to a Medicare/Medicaid recipient.

Medicare regulations have defined supplier standards which _____ must meet to be eligible to receive payment for durable medical equipment, prosthetics, orthotics, and supplies. These standards are listed Below.

- _____ will fill orders from its own inventory of other companies with which it has contracts to fill such orders, or fabricates or fits items for sale from supplies it buys under a contract.
- _____ is responsible for the delivery of Medicare covered items to beneficiaries and maintain proof of delivery and provide the necessary information and instructions on how to use Medicare-covered items.
- _____ honors all warranties, express or implied, under applicable state law and will not charge for the repair or replacement of Medicare covered items or services covered under warranty
- _____ will answer questions or complaints a beneficiary has about an item or use of an item that is sold or rented to the beneficiary. If the beneficiary has questions about Medicare, our store will refer the beneficiary to the appropriate regional carrier and maintain documentation of contacts with beneficiaries regarding complaints or questions
- _____ maintains and repairs directly, or through a service contract with another company, items it rents to a beneficiary. The item will function as required and intended after being repaired or replaced.
- _____ accepts returns of substandard (less than full quality for a particular item) or unsuitable items (inappropriate for the beneficiary at the time it was fitted and/or sold) from the beneficiary.
- _____ discloses these supplier standards to each beneficiary to whom it supplies a Medicare-covered item in compliance with the disclosure provisions in Sec. 420.206 of the Medicare law.
- _____ operates its business and furnishes Medicare-covered items in compliance with all applicable Federal and State licensure and regulatory requirements.
- _____ maintains a physical facility on an appropriate site
- _____ has proof of appropriate liability insurance
- _____ has not made or caused to be made, any false statement or misrepresentation of a material fact on its application for billing privileges and will report to HCFA any changes in information supplied on the application within 30 days of the change.
- _____'s application for billing privileges was signed by an individual whose signature binds the supplier to these regulations.
- _____ advises beneficiaries that they may either rent or purchase inexpensive or routinely purchased durable medical equipment, and of the purchase option for capped rental durable medical equipment.
- _____ permits HCFA, (Medicare) or its agents to conduct on-site inspections.
- _____ maintains a primary business telephone listed under the name of the business locally for beneficiaries.
- _____ will not contact a beneficiary by telephone when supplying a Medicare-covered item unless one of the following applies:
 - Written permission
 - To coordinate delivery
 - Or the supplier has furnished at least one item to the beneficiary within the last 15 months
- _____ will not convey or reassign its supplier number.
- _____ has a complaint resolution protocol to address beneficiary complaints, oral or written that relate to supplier standards and maintains a complete record and a summary of the action taken to resolve the complaint.
- _____ provides to HCFA, upon request, any information required by the Medicare statute and implementing regulations.