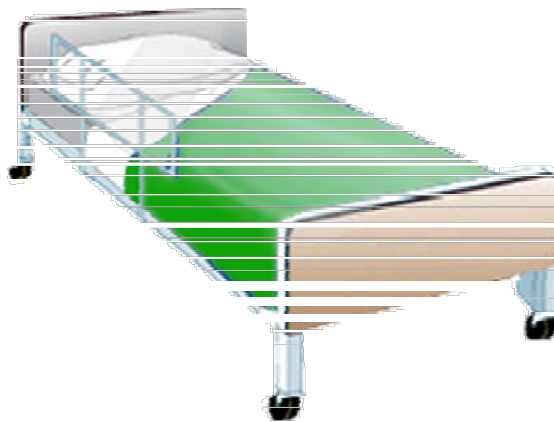
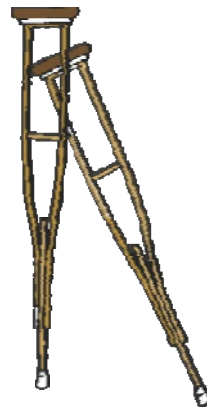


# How to Get Durable Medical Equipment through the Medicaid Program



**Connecticut Department  
of Social Services**  
*Making a Difference*

The mission of the Department of Social Services is to serve families and individuals who need assistance in maintaining or achieving their full potential for self-direction, self-reliance and independent living.



The Department of Social Services' programs are available to all applicants and recipients without regard to race, color, creed, sex, sexual orientation, age, disabilities, learning disabilities, national origin, ancestry or language barriers.

The Department of Social Services is an equal opportunity, affirmative action employer.

The TDD/TTY line for persons with hearing impairment is 1-800-842-4524.

Auxiliary aids are also available for persons with visual impairment and other disabilities.

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## Background

The Department of Social Services (DSS) is a public agency that provides a broad range of services to families and individuals who need assistance. DSS is the state agency responsible for administering the Medicaid program that provides payment for health care services.

One health care service available from Medicaid is Durable Medical Equipment (DME).

The purpose of this brochure is to explain what DME is and how to get it using your Medicaid coverage.

## What is DME?

DME is equipment that:

- ◆ can be used over and over again;
- ◆ is ordinarily used for medical purposes;
- ◆ is generally not useful to a person who isn't sick, injured or disabled; and
- ◆ is not disposable



## What are some examples of DME?

Examples of DME include equipment to help you move around: canes, crutches, walkers and wheelchairs. DME also includes equipment needed to care for you at home: bed pans, heat lamps or pads, hospital beds, special toilet seats and machines that help make breathing easier.

## How long does it take to get DME?

It depends on whether the DME is a standard, “off the shelf” item or something that must be custom-made or fitted specifically to your needs.

Your medical equipment supplier should give you an estimated date of delivery.



## How do I get DME?

Your doctor must first decide that you need one or more items of medical equipment and then write a prescription for it.

Your doctor may also recommend that you get the equipment from a particular medical equipment supplier or provider.

## Do I have to get the DME from the supplier the doctor recommends?

No. You have freedom of choice regarding suppliers at any stage in the process. You can get DME from any supplier who is enrolled with Connecticut's Medicaid program. The supplier will submit the bill to DSS for payment.

If you get DME from a supplier who is not enrolled with this program, Medicaid will not pay for it. The Medicaid program can only reimburse Medicaid enrolled providers.

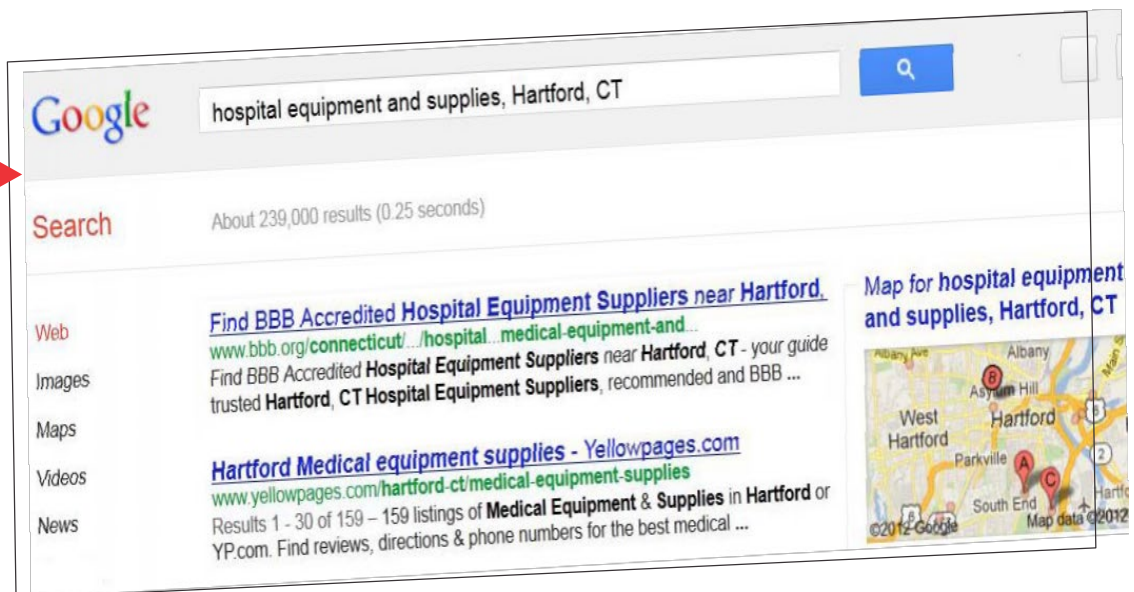


## How do I find an enrolled medical equipment supplier?

In addition to a doctor's recommendation, there are several ways you can find an enrolled DME supplier.

1. You may telephone your local drug store or medical equipment supply company and ask if they are enrolled in the Medicaid program.
2. You may search the Internet for the following headings:
  - ◆ Hospital Equipment and Supplies;
  - ◆ Surgical Appliances; and
  - ◆ Surgical Supplies

Like This



3. You can visit the HUSKY Health website to search the Provider Directory to find an enrolled medical equipment supplier/DME provider. To access the site, go to <https://portal.ct.gov/husky> and click “Information for Members”. This will bring you to the HUSKY Health Member home page. Click on “Find a Medical Provider”.
4. You can call Member Engagement Services at 1-800-859-9889 or send a secure email by going to <https://portal.ct.gov/husky>, click on “Information for Members”, then select “Contact Us” and select “Send us a secure member email”.

## **How can I help the medical equipment provider?**

You should work closely and directly with your supplier or provider.

After your doctor writes the prescription for an item, you must give your provider specific information about how it will be used. For example, if you need a wheelchair or a large device, you must give the measurements of your home to the provider to make sure that the device can fit through doorways, hallways, stairwells and into the room(s) where it will be used.

## **Does Medicaid pay for all items recommended by my doctor?**

Not necessarily. In general, Medicaid will only pay for equipment that meets the general definition of DME and that DSS considers to be medically necessary. Although DSS has a list of DME for which it routinely pays, additional items may be approved for coverage based on individual consideration. Your medical equipment supplier can assist you in requesting items that are not on this list.



## **Are there any other requirements?**

In some situations, there are additional requirements. For example, even though your doctor decides that an item is medically necessary, you may still need the DSS' approval before you can get it. If prior approval is required, your medical equipment supplier will know how to request it.

## **Who sends requests for DME to the Department?**

Your medical equipment provider will send all necessary paperwork to DSS. Ask your provider to contact your doctor to gather all medical information needed to support your request (including the prescription). DSS will review these requests in terms of medical necessity and Medicaid regulations.

Requests must go through HUSKY Health via either:

- Authorization online portal
- Phone 1-800-440-5071 or
- Fax at 203-265-3994 utilizing the Authorization Request Form, which can be found by going online at: <https://portal.ct.gov/husky>  
Select (1) Information For Providers; and then  
(2) Prior Authorization Forms and Manuals; and then  
(3) Outpatient Prior Authorization Request Form

## **Will Medicaid let me know whether my request for DME is approved?**

Yes. You will be notified in writing whether a request has been approved or denied.

## What if my request for DME is denied?

Sometimes a request for DME is denied because there isn't enough information to understand why you need it. Your DME supplier will then, generally, gather more information if it is needed and send it to DSS.

A request for DME may also be denied if the department determines that it is not medically necessary.



If your request for DME is denied, you may request a Fair Hearing to appeal the denial. Depending on the circumstances, the fair hearing officer may change the original decision.

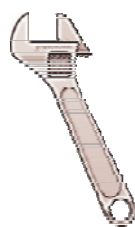


## How do I request a fair hearing?

To request a fair hearing, please write to:

State of Connecticut – Department of Social Services (DSS)  
Office of Legal Counsel, Regulations & Administrative Hearings  
HUSKY A, HUSKY C, HUSKY D Appeals-11<sup>th</sup> Floor  
55 Farmington Avenue,  
Hartford, CT 06105

Or you can fax it to (860) 424-5729.

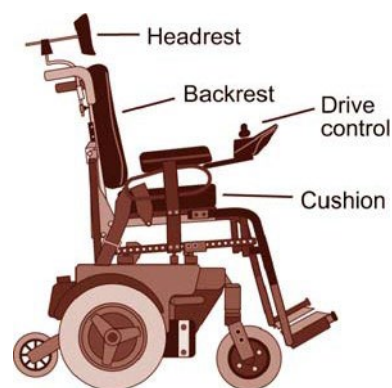


## What if the DME needs repair?

If your DME needs repair, contact your provider. Medicaid can pay for repairs. Working closely with your provider will make the repair process easier.

## What if the DME needs to be replaced?

You must take a doctor's prescription for a replacement device to a DME supplier, who will submit the necessary paperwork to DSS for its review.



# Durable Medical Equipment

## Conclusion

This overview answers some commonly asked questions about DME and the process to obtain needed equipment.

As an informational brochure, this publication is not intended to answer all of the complex questions surrounding DME in the Medicaid program.

If you have additional questions or if you would like a copy of the Medicaid policy, regulations and fee schedule regarding DME please go to the following website: Fee schedules are published at this link:



<http://www.ctdssmap.com> (select “Provider,” then “Provider Fee Schedule Download,” accept the terms and conditions, and select the applicable fee schedule) or you can call DSS at: 860-424-5145.

