Home durable medical equipment (DME) & oxygen/respiratory care providers

Screening and admission

Contracted providers will:

- Receive referrals for Harvard Pilgrim members within Harvard Pilgrim's service area 7 days a week, 365 days per year, and notify the referring provider (and/or Harvard Pilgrim as appropriate) in a timely manner if the provider is unable to provide requested equipment services.
- Upon acceptance of a Harvard Pilgrim member referral, provide:
  - Respiratory services available within two hours of the referral unless otherwise specified or negotiated.
  - Other durable medical equipment (DME) services available within four hours of the referral unless otherwise specified or negotiated.
  - Delivery of "customized" DME, rehabilitation technology, orthotic & prosthetic technology and related professional services, shall be made within a reasonable time. Provider will inform the appropriate Harvard Pilgrim clinician, Harvard Pilgrim member, designee of Harvard Pilgrim and Harvard Pilgrim care manager if applicable, of an estimated time frame for delivery
- Maintain adequate staffing to provide equipment and services to members residing within the cities and towns which constitute Harvard Pilgrim's enrollment area, and/or other areas agreed upon by both parties.
  - Provider will use its best efforts to ensure that the same staff person provides service to each individual member during the course of the member's treatment.
- Verify member eligibility and availability of DME and oxygen/respiratory care benefits before services are rendered to the member, and with each initial and additional claim submission.
  - Refer to the Determining eligibility section for details.
- Follow Harvard Pilgrim authorization requirements for DME and oxygen/respiratory care services as published in the Harvard Pilgrim Health Care Provider Manual.
  - See our Prior authorization page for details.

Expectations of care

Contracted providers will:

- Deliver requested equipment/services to sites requested by a Harvard Pilgrim clinician or designee including:
  - member's home or place of employment
  - home of the member's family or caretaker who is responsible for caring for the member
  - inpatient facilities including acute care hospitals, extended care facilities (i.e., rehabilitation hospitals, or skilled/sub-acute nursing facilities)
  - home health or hospice agencies including Visiting Nurse Associations

- Set-up and maintain DME and/or oxygen/respiratory care equipment as appropriate, including replacing all DME and oxygen/respiratory care equipment under warranty within 2 hours of notification of malfunction, at the member's residence or other site requested by a Harvard Pilgrim clinician or designee, unless otherwise agreed upon by Harvard Pilgrim and provider.
  - Provider shall honor, without exception, all applicable manufacturers' warranties for equipment dispensed to Harvard Pilgrim members, unless otherwise agreed upon by Harvard Pilgrim and provider.
- Maintain appropriate clinical documentation relevant to each member to whom a service is provided. Documentation may include, but is not limited to:
  - demographic information including member's name, address, telephone number, and Harvard Pilgrim policy number
  - primary care physician or referring physician
  - emergency contact(s)
  - pertinent clinical information including relevant medication list, primary diagnosis, care plan, discharge plan, physician orders/physician prescription or certificate of medical necessity relative to the services provided, changes in physician orders
  - equipment delivered, date of service, documentation of each delivery or visit, including name and title of the provider clinician/technician responsible for seeing the member.
  - duration of need of equipment
  - all other documentation reasonably required by Harvard Pilgrim and mutually agreed upon by Harvard Pilgrim and provider.
- Provide an on-call system available to referring providers and member's receiving standard DME and oxygen/respiratory care equipment seven days per week, twenty-four hours per day.
  - An on-call system available to referring providers and member's receiving the following equipment and related professional services will be provided during normal business hours (Monday-Friday, eight hours per day):
    - customized DME
    - rehabilitation technology
    - orthotic & prosthetic technology
- Provide, upon request (as mutually agreed upon) in-service training programs regarding DME and/or oxygen/ respiratory care services provided to members to Harvard Pilgrim clinicians, members, and home health agencies at no additional charge to Harvard Pilgrim or its members.
- Remove all rental DME and oxygen/respiratory care equipment within forty-eight (48) hours of receipt of a request from a Harvard Pilgrim clinician or member/authorized representative, unless otherwise agreed upon by Harvard Pilgrim and provider.
  - Provider shall notify Harvard Pilgrim within twenty-four (24) hours of any requests received from a member for the removal of rental durable medical equipment.

Requirements

Harvard Pilgrim requires that contracted providers allow Harvard Pilgrim to use practitioner performance data (such as quality, cost, resource use, or utilization information) as is required by the National Committee for Quality Assurance (NCQA).

PUBLICATION HISTORY
10/15/09 reviewed
06/15/13 added NCQA practitioner performance data requirement information
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