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Enrollment Quick Takes

Voluntary Termination

Suppliers choosing to discontinue their enrollment in the Medicare DMEPOS program may submit a voluntary termination through PECOS or via the 855S paper application. Your submission must take place within 30 days of closure, indicating your termination date.

Submitting through PECOS is simple, if you choose to use the 855S application, you will need to complete sections 1, 2A, 4B, 4D, 11 (optional), and 14 or 15. Please remember to use blue ink.

As a reminder, you can still file claims for services up to the effective termination date. For example; your effective termination date is 09/01/2017. Any items or services provided up to 08/31/2017 can still be processed if submitted after the 09/01/2017 termination date. Any items or services provided and submitted on or after 09/01/2017 will be denied.

In addition, as a supplier terminating its services with Medicare you are responsible to notify your Medicare beneficiaries of your decision to no longer participate in the Medicare program and, where necessary, assist in connecting them with a suitable supplier if the termination of your enrollment occurs within their rental period.

Tax-id number Change and NPI's

Suppliers, who are changing their tax-id number (TIN) to a new TIN and move their NPI over to the new TIN, may not submit any additional claims associated with the previous TIN. Suppliers should ensure they have submitted all of their claims associated with the old TIN before updating their NPI to the new TIN. Alternatively, suppliers can obtain a new NPI for the new TIN.

Revalidation Reminders

- Medicare enrollment fees are required for all revalidations.
- List the Provider Transaction Access Number (PTAN) for which you are revalidating in section 1B.
- Be certain that the revalidation letter you received pertains to your DMEPOS PTAN.
- List all authorized and delegated officials for the organization, as well as the managing employee for the location.
- Complete all sections of the enrollment application.

★ **Supplier Standard Reminder** ★

Standard #30: A supplier must remain open to the public for a minimum of 30 hours per week except physicians (as defined in section 1848(j)(3) of the Act) or physical and occupational therapist or a DMEPOS supplier working with custom made orthotics and prosthetics.

Reducing Development Requests

As a DMEPOS supplier or potential supplier one of the biggest angst you will have is, when? When will my enrollment to be processed? Your ‘when?’ is often delayed as a result of a development request. These are the letters that tell you which important pieces of information we need to complete our processing of your application. You receive development requests via email, fax, or in the mail. They outline all of the items needed by the NSC to complete the processing of your application. When you receive a development letter your ‘when?’ is delayed. The slight silver lining is your enrollment would have been completed if you had submitted all the needed documentation.

Avoiding these development letters is contingent on you completing all required sections in the application, submission of all applicable documentation, and, when applicable, payment of the application fee. Use of PECOS during the enrollment process can make things much easier. PECOS will not allow you to submit the application without having all the applicable sections completed. PECOS will remind you for payment when payment is required, and allow you to upload supplementary documentation directly to your enrollment application for transmission to the NSC with the rest of your application.

If you prefer using the 855S paper application the following pointers will help:

- Carefully read section 1 to ensure you are aware of all the sections you are required to complete.
- For each required section double check to ensure it is fully completed prior to submission.
- Use section 12 as a checklist to verify what documentation should be submitted along with your application.
- Double and triple check to make sure all required sections are filled out in entirety, and all required documentation is attached. Missing just one item or not filling out a part of one section will have your enrollment delayed.

Things to Remember

- The CMS 588 form (EFT authorization) is required for all initial and additional location enrollments. Include the voided check, pre-printed deposit slip, or confirmation of the account information on bank letterhead for verification of the account number.
- Professional liability insurance is not acceptable for DMEPOS coverage. Submit a certificate of general liability insurance to include the NSC as the certificate holder.
- If you have any adverse legal actions include copies of all final legal action documentation (e.g., notifications, resolutions, and reinstatement letters) and be sure to update the appropriate sections of the application.



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Did You Know?

NSC Application Status Tool

Don't want to pick up the phone and call the NSC to get a status of an application? Don't. You can just pull up the [NSC Application Status Tool](#) on-line and check the status of your reactivation, revalidation, and change of information. You can even get status of new applications and additional locations.

Visit: https://www4.palmettogba.com/ecx_nscast/

Surety Bond

If the surety bond on your enrollment record has expired or has been terminated, you are subject to revocation. Surety companies routinely send the NSC notifications of lapse of coverage/termination of the bond. They **rarely** send notifications of reinstatement of coverage. It is your responsibility to ensure we have receive notification of the bond reinstatement. If you have a new bond or your bond has been reinstated, please notify the NSC within 30 days to avoid being revoked. You can easily submit the new bonds or reinstatements using the [NSC Web Form Submission](#) tool.

PECOS

Increasingly, DMEPOS Suppliers are recognizing the benefits of using PECOS (Provider Enrollment, Chain and Ownership System) to submit enrollment information to the National Supplier Clearinghouse. DMEPOS suppliers can use Internet-based PECOS to enroll, revalidate, make a change in their enrollment record, view their Medicare enrollment information on file with Medicare and check on the status of a Medicare enrollment application via the internet.

Did you know?

- Since its fall 2010 implementation, Internet-based PECOS has undergone several phases that improved functionality for users
- Revalidations and changes of information are easier to complete because PECOS is pre-populated with the enrollment information already on file
- You can upload your supporting documentation and e-Sign via Internet-based PECOS making your submission completely electronic
- Decreases development requests, requests for additional information for incomplete applications, accelerating the enrollment process
- Submitting information through Internet-based PECOS can significantly reduce the application completion time for you

Give Internet-based PECOS a try!

Log onto the CMS Website or Register to become a new user at: <https://pecos.cms.hhs.gov/pecos/login.do>

Go to our website for additional information and CMS Resources: <http://www.palmettogba.com/nsc> or [MLN Matters Article\(s\)](#)

Ask Wendell

Q. What documentation might the site inspector request?

A. The site inspector may ask for copies of any licensure you are required to have in order to operate your business. Copies of your insurance policy, IRS documentation or inventory contracts may also be requested. Depending on the type of supplier being visited, any of the following documents may be requested:

- Any licensure required to operate the business
- Insurance policy showing compliance with supplier standard 10
- Listing of all management/owners, including name and title
- Copies of any contracts the supplier may have for inventory, instruction or repair services
- Complaint log and resolution protocol
- Rent/purchase option notification
- Proof of warranty coverage
- Surety bond agreement

Q. Standard 12 – May I contract delivery and instruction services out to someone else?

A. The supplier must be responsible for the delivery of Medicare-covered items to beneficiaries and maintain proof of delivery. The supplier must document that it or another qualified party has, at an appropriate time, provided beneficiaries with necessary information and instructions on how to use Medicare-covered items safely and effectively.

The supplier is 100 percent responsible for delivery of Medicare-covered items and for instruction on the use of those items. That said, the supplier may choose to contract these services out to someone else. But, the ultimate responsibility for ensuring that this happens properly and for maintaining all documentation regarding the requirements in this supplier standard lies with the supplier.

Note several things about this supplier standard and we'll put this in the first person with 'you' being 'the supplier':

1. In conjunction with standard 4, contracting out delivery services does not mean that another company can send inventory directly to the beneficiary from their own inventory. It means that you, the responsible supplier, may contract with someone to deliver product from your inventory to the beneficiary.
2. You are responsible to maintain proof of the delivery in the patient's file.
3. You may provide beneficiaries with instructions on how to safely and effectively use the equipment or choose to contract this service out to a qualified individual.
4. If you have a delivery person who is not qualified in the use of the product, that delivery person should not be the one instructing the beneficiary on how to use the equipment.
5. Instruction on the safe and effective use of the equipment should be done at an 'appropriate time'. An appropriate time is before the beneficiary must start using the equipment since the goal is to ensure safe and effective use of the equipment.
6. You must document that this instruction has taken place. It would be wise to document how it took place. Many suppliers have written instructions to go over with the beneficiary in person and to leave with the beneficiary as reference material, along with a phone number to call if there are additional questions.



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NSC Listserv

Are you reading this Newsletter by means of your email inbox? Or have you had to pull up the NSC's website to obtain your copy?

Sign up for the **NSC Listserv** and get these benefits:

- Get notified of important updates for the NSC
- Have NSC newsletters delivered directly to your inbox
- Bi-monthly reminders about NSC revalidations due
- Stay current on policy and procedures to maintain your active supplier status
- Get monthly updates of the licensure database changes

You can sign up for the **NSC Listserv** at <https://www.palmettogba.com/listserv>

EFT Agreements

CMS 588

- **Required** with initial application or new location application only
- Changes should be submitted directly to your DME MAC
- Must have original signature of authorized or delegated official
- **Required:** voided check, preprinted deposit slip or confirmation of account information on bank letterhead
- CMS Form 588 can be located on [CMS Website](#)



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