

Additional Participating Provider Responsibilities

Durable Medical Equipment (DME) and Prosthetic & Orthotic (P&O) provider service requirements



DME and P&O provider service standards

The following service standards are expected of participating DME and P&O providers:

- DME is expected to be provided according to standards set forth in the DME and P&O provider's agreement with GHP.
- Appropriately-licensed personnel must promptly educate members in the use of DME and P&O. Records of member education are available for review upon request by GHP.
- DME and P&O provider maintains accurate records for DME and P&O maintenance and repair in accordance with DME and P&O manufacturer's warranties and maintenance schedules. Best efforts will be made to assist members with obtaining the benefits of the manufacturer's warranty.
- DME and P&O provider has a plan for emergency maintenance of DME and P&O, replacement of malfunctioning DME and P&O and back-up DME and P&O, as necessary.
- DME and P&O provider shall ensure DME and P&O and supportive services are accessible to members 24 hours per day, 7 days per week and 365 days per year. Members are provided with DME and P&O provider contact numbers (for normal business hours and after-hours emergency services) for questions or to request emergency services.
- DME and P&O provider must provide and support all DME and P&O identified on GHP's then-current payment schedule referenced in the agreement with GHP.
- If DME and P&O provider has cause to believe services cannot be furnished within a reasonable period of time, the provider is obligated to confer with the member and prescribing physician to establish a mutually agreeable date of service for the provision of DME and P&O services.
- DME and P&O provider must not delegate any responsibility requiring unique skills, knowledge or judgment to a less-than-qualified person for the provision of DME and P&O services. The ultimate responsibility for appropriate and necessary provision of DME and P&O services shall be that of the DME and P&O provider.
- DME and P&O provider may repair or adjust a DME and P&O equipment/device, in accordance with a member's coverage, without prior authorization from the prescribing physician when such repairs or adjustments conform to the original prescription. However, any service related to the equipment/device that substantially alters the original prescription must be determined appropriate in advance by the prescribing physician.

Geisinger Health Plan, Geisinger Indemnity Insurance Company and Geisinger Quality Options, Inc. are collectively referred to as "GHP" in this summary.

All rights, duties and responsibilities of participating providers will be applied according to the following document order: 1) member's benefit document; 2) the participating provider's contract agreement, 3) the GHP Family Provider Guide; and 4) the Geisinger Health Plan Provider Guide.

Publication history:

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