

## **MEDICARE COVERAGE FOR DURABLE MEDICAL EQUIPMENT (DME): QUESTIONS TO ASK WHEN LOOKING FOR DME SUPPLIERS**

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- ✓ Do you sell & service “\_\_\_\_\_” item? Is it in stock or when can you get it?
  - ✓ Are you a Medicare enrolled supplier?
  - ✓ Do you accept Medicare assignment (Medicare allowed charges)?
  - ✓ If not, will you consider accepting assignment in my case?
  - ✓ If not, what is your non-assignment charge?
    - How is the charge imposed – outright payment or rental?
    - Is there an extra charge for necessary delivery/set up/training?
  - ✓ Will you work directly with my prescriber or will I need to intervene?
  - ✓ What is your process for delivery/set up/training of the item?
  - ✓ Will you bill Medicare directly?
  - ✓ Do you have a direct customer service representative I can contact? If so, how?
  - ✓ What are your company policies about customer responsiveness/follow through?
  - ✓ If you are not geographically convenient for me, do you have customer service representatives in my area?
  - ✓ How will you perform maintenance or repairs if I rent the item?
  - ✓ How will you perform maintenance or repairs or if I purchase/own the item?
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Note: Check into and consider positive reviews or concerns raised by other beneficiaries about suppliers through other sources, such as the Better Business Bureau and/or online reviews.