



HEALTHFIRST RE-DELIVERY GUIDELINES FOR PROVIDERS

All items must be confirmed with member/aide/responsible party prior to delivery. If items/delivery date are **not** confirmed prior to delivery, per state guidelines, they should **not** be delivered. Providers are expected to provide documentation with proof of a confirmation call, if requested.

To view the New York State DMEPOS Guidelines for delivery, please click [HERE](#) and go to page 21.

Confirmation Call Guidelines

The confirmation call should include the following:

- Validate that member needs the items.
- Confirm the exact items member is receiving.
- Confirm member's address.
- Confirm any specific delivery instructions.

If Member Does Not Answer Confirmation Call:

Initial Deliveries

- Delivery should not be made unless the member calls back and the order is confirmed.
- Providers should leave a detailed voice message for the member.
- At least 3 phone call attempts should be made. If a member remains unresponsive after 3 attempts at contact, no delivery should take place and Providers should make the Plan aware of the attempts/unresponsiveness via the Payer Needs Attention Queue in PRISM Order Management.

Recurring Order Deliveries (Not the initial delivery)

- Providers should leave a detailed voice message for the member regarding the recurring order with an ETA of delivery.
- Providers should still attempt to confirm the member's address before a recurring order delivery in the event the member's address changes between monthly deliveries. If the member is unresponsive to the confirmation call, the Provider should make the Plan aware of the attempts to confirm the address/unresponsiveness via the Payer Needs Attention Queue in PRISM Order Management

Delivery Method Guidelines

If the Item is Sent via "Drop Ship" UPS/FedEx, etc.:

- Provide tracking number and ETA of delivery

If the Item is Sent via Company Driver for Delivery and/or Installation:

- The driver should contact the member and provide an estimated window for their arrival time in case the member may not be home. Inform the member that they will be contacted when the driver is on the way to their location.
- If the item requires installation, the delivery cannot be left outside of the member's door if they are not home.
- There must be a notation to show who signed for the item if applicable.

- **Example:** front desk, member, aide and ask for name to include with signature for future reference
- Drivers/Technicians will be required to take a picture of installed or delivered items in the member's home.
 - **Example:** Power Wheelchair is delivered – The Provider takes pictures of the Power Wheelchair in member's living room or outside of the home with the door open. The Provider will include serial numbers, if needed, to identify Power Wheelchair.
 - **Example:** Raised Toilet Seats, Rails, Commodes, etc., need to be delivered and installed – The Provider will take pictures of installed items once the installation is completed.

Replacement Guidelines

If the Provider cannot confirm that the member was contacted via a confirmation call to confirm the delivery and/or if the delivery method guidelines were not followed, then the following applies:

- Any item that is subsequently reported as stolen and/or not received has an infinite timeline for replacement. This includes all DME items—both “high-dollar” and “low-dollar”.

If an item is reported as stolen and/or not received within the allotted timeline below, and the Provider can produce the appropriate documentation (*i.e.* - call records, proof of delivery, etc.) showing the member was contacted regarding the upcoming delivery, the following applies:

- Any Providers will not be held responsible to send out a “free” replacement.

Member Notification Timeline

Notification of Stolen and/or Items Not Received:

Members will have 45 days from delivery with a 5-day buffer to notify Healthfirst, Integra Partners or the Provider if an item is stolen and/or not received for replacement purposes.

Police Report Guidelines

- A police report is not required for the replacement of items under \$150.00.
- A police report must be filed by the member for the replacement of any DME items over \$150.00.
 - *This would eliminate most incontinence products, canes, walkers etc., and would mostly be for bigger-ticket items.*