

DMEPOS Questions to Ask



Before You Buy: Questions to Ask Any DMEPOS WorkFlow Provider

Documentation

- What kind of compliance support do you offer?
- Is there a policy and procedure manual?
- Do you assist with coding, documentation and clinical justification of the products to minimize their risk of a pre-payment review denial?
- Do you offer a detailed written order (DWO)?
- Do you offer a proof of delivery (POD)?
- Do you offer an advance beneficiary notice (ABN)?
- What is your warranty and return policy?
- Do you adhere to Medicare supplier standards?
- Do you have a capped rental form?

Consulting

- How many consultants/experts will I have access to?

Support Team

- What is the ongoing support like?
- How many people and resources will be assisting you?
- Reps (product expert) vs Consultants (coding)?
- Are they local?
- How many accounts do you currently have and do you support them with denials?
- Do you assist us with Medicare updates?
- Do you assist with the 855s if needed?
- Will you help me with a Medicare site visit?
- Will you support me during an audit?

Billing

- Financial analysis for all orthotic devices?
- Will you assist me with understanding my fee schedules?
- Will you assist me with setting up DME as its own cost center?

Interface

- Do you connect to EMRs outside of your stock and bills?
- Is the flow of information bi-directional?
- Can you tell me about the process and timeline?
- What responsibilities do we have as a practice?
- What kind of technical support do you offer?
- How many PM/EMR connections do you have live and not in beta?
 - o Who are they?
 - o Are they practices that are doing their own billing?
- What type of messages are you exchanging?
- What data points are you pulling?
- What data points are you pushing?
- What about documents?

Platform

- Is it Web based, App based or both?
- What platforms will this work on? (Apple, Android, Windows etc.)
- Is it vendor neutral?

Products

- Do I have to use all of one type or brand of product?
- Will my product mix affect the cost of my product?

Ordering

- What kind of order tracking do you have?
- Do you have partial check-In?
- Do you offer access to inventory real time?
- Do you make it easy to identify par, reorder and critical levels?
- Do you offer transfers?

Reporting

- What kind of reporting features do you have?
- How many standard reports do you have?
- Do you have the ability to manage and schedule reports?

Implementation

- What does training look like?
- Whom do you talk to in our practice/health system?
- What does implementation look like?
- What are the steps to installing this?
- What are our roles and responsibilities vs. you and your team?
- Who is responsible for loading and updating the system?
- How will you help me be more efficient from a clinical workflow perspective?
- What timelines do you have to install this program?

Access

- What type of access will you have to my information?
- Is the system encrypted?
- How do you handle HIPAA information?
- What's your best practice recommendation for adding a new product?
- Do you offer user vs. admin access?
- Can you add/delete products?

Clinical Application

- Please walk me through an entire clinical / patient experience from start to finish.

Partnership

- Do you conduct business reviews?
- Do you conduct chart audits?

References

- Who, where and how long?
- How many accounts are doing 100% of their own billing?
- Do you have 3 references that are:
 - o Doing their own billing that are the same size / demographics as us?
 - o Doing an in-office DME program that uses your system to pull and push information between their PM/EMR and your DMEPOS workflow system?
- Peer to peer feedback from AAOE?

Success Measures

- What are your top three benchmarks to measure success?