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1 General Information

All underlined words contained in this document should serve as hyperlinks to the appropriate internet resource. Email dmhfmedicalpolicy@utah.gov if any of the links do not function properly noting the specific link that is not working and the page number where the link is found.

For general information regarding Utah Medicaid, refer to Utah Medicaid Provider Manual, Section I: General Information (Section I: General Information).

1-1 Medical Supplies and Durable Medical Equipment (DME) Services

The Utah Medicaid Provider Manual, Section 2, Medical Supplies and Durable Medical Equipment is designed to be used in conjunction with the Section I: General Information as well as other sections and attachments. Refer to Utah Medicaid website at https://medicaid.utah.gov for additional resources.

Not all medical supplies and DME are mentioned within this manual. However, the Coverage and Reimbursement Code Lookup contains information related to the coverage status and limitations for specific items, listed by Healthcare Common Procedure Code (HCPCS).

Information in this manual represents services available when medically necessary. For information regarding medical necessity refer to Section I: General Information Chapter 8-1 Medical Necessity.

For information specific to EPSDT eligible members refer to the EPSDT Services Manual.

2 Health Plans

Information specific to ACOs can be found in Section I: General Information, Chapter 2, Health Plans.

Refer to Section I: General Information Chapter 1-7, Fee-for-Service and Managed Care for information regarding Accountable Care Organizations (ACOs) and how to verify if a Medicaid member is enrolled in an ACO.

3 Provider Participation and Requirements

To enroll as a Medicaid provider for medical supplies and DME refer to Section I: General Information Chapter 3, Provider Participation and Requirements.

4 Record Keeping

Refer to Section I: General Information, Chapter 4, Record Keeping.
5 Provider Sanctions

Refer to Section I: General Information, Chapter 5, Provider Sanctions.

6 Member Eligibility

It is the responsibility of the provider to verify the member's eligibility each time before service is rendered. For additional information regarding member eligibility refer to Section I: General Information Chapter 6, Member Eligibility.

7 Member Responsibilities

For information on member responsibilities including establishing eligibility and co-payment requirements refer to Section I: General Information, Chapter 7, Member Responsibilities.

8 Programs and Coverage

8-1 Definitions

The following definitions are specific to the content of this manual.

Definitions of terms used in multiple Medicaid programs are in Section I: General Information, Chapter 1-9, Definitions and Utah Administrative Code R414-1.

Carve-Out Services: Services not included in the Medicaid contract with an ACO are carve-out services and paid through fee-for-service. Apnea monitors are the only DME carve-out item from the ACO plans. The contractor for apnea monitors is Apria Healthcare

Customized Manual Wheelchair: A wheelchair that has been measured, fitted, or adapted in consideration of the member’s body size, disability, period of need, or intended use, and has been assembled by a supplier or ordered from a manufacturer who makes available customized features, modifications, or components for wheelchairs that are intended for individual member’s use in accordance with instructions from the member’s physician

Durable Medical Equipment or Equipment: Items that are primarily and customarily used to serve a medical purpose, are not generally useful to an individual in the absence of a disability, illness or injury, can withstand repeated use, and can be reusable or removable

Enteral Nutrition (EN): EN is the provision of nutritional requirements through a tube into the gastrointestinal (GI) tract and may be administered by syringe, gravity, or pump

Maintenance: Servicing of equipment which, based on the manufacturer’s recommendations, needs be performed by a provider

Manual wheelchair: A wheelchair that can be self-propelled or pushed by another individual and is not a power wheelchair
Medical Supplies or Supplies: Items that are consumable or disposable, or cannot withstand repeated use by more than one individual that is required to address an individual medical disability, illness or injury

National Drug Code (NDC): Unique product identifier used in the United States for drugs intended for human use

Optimally-Configured Manual Wheelchair: A manual wheelchair with an appropriate wheelbase, device weight, seating options, and other appropriate non-powered accessories

Orthotic Device: An orthopedic appliance or apparatus used to support, align, prevent, or correct deformities or to improve the function of movable parts of the body

Physician: Defined in section 1861(r)(1) and 1861(aa)(5) of the Social Security Act and acting within their scope of practice

Power Wheelchair: A wheelchair that is propelled by means of an electrical motor rather than manual power

Prosthetic Device: Replacement, corrective or supportive devices prescribed by a physician to artificially replace a missing portion of the body, prevent or correct physical deformity or malfunctions (including promotion of adaptive functioning), or support a weak or deformed portion of the body

Repair: To fix or mend and to put the equipment back in good condition after damage or wear

Replacement: To change an existing piece of equipment with an identical or nearly identical item

Total Parenteral Nutrition (TPN): Nutritional support given by means, such as intravenously (IV), other than through the GI tract

Warranty: A guarantee to the purchaser or owner of equipment promising to repair or replace, if necessary, within a specified period of time

8-2 Requirements for Obtaining Medical Supplies or DME

Orders for equipment or supplies require:

- documentation supporting medical necessity maintained in the member’s medical records
  - submission of documentation for PA
- a physician’s order including the following information:
- member’s name
- date of the order
- the start date, if the start date is different from the date of the order
- diagnosis
- a detailed description of equipment or supplies
- duration of use
- for items on a periodic basis the written order must include dosage and duration frequency of use
- number of refills
• refills expire 12 months from the date of initial signature
• quantity to be dispensed
• route of administration
• a physician’s signature in accordance with Section I: General Information Chapter 4-6, Signature Requirements

Medical supplies that are filled monthly, may be refilled between day 25 and 30 to assure the member has the needed product in time for the next month usage.

8-3 Face-to-Face Requirement

In accordance with 42 CFR 440.70 providers are required to comply with the face-to-face requirements related to equipment and supplies. Providers must be aware of equipment and supplies required to have a face-to-face evaluation as mandated by the Center for Medicare and Medicaid Services (CMS). See the CMS Face-to-Face Encounter Requirement for Certain Durable Medical Equipment for details.

For the initiation of equipment and supplies requiring a face-to-face evaluation, the evaluation must be related to the primary reason the member requires the item and must occur no more than six months prior to the start of services.

Documentation must support that the face-to-face encounter is related to the primary reason the member requires medically necessary equipment or supplies and occurred within the required timeframes prior to the start of services.

In addition, documentation must indicate:
• the evaluating physician
• the date of the face-to-face
• if the evaluation was conducted via telehealth

Coverage of equipment or supplies will be denied unless the physician documents a face-to-face encounter with the member consistent with the requirements outlined in this manual, Utah Administrative Code R414-1-30, and 42 CFR 440.70.

All other criteria, in addition to the face-to-face requirement, for equipment and supplies must be met to qualify for coverage.

8-4 Quantity Limits

Information regarding quantity limits can be found in Section I: General Information, Chapter 9-3.5, Quantity Limits. Specific HCPCS code quantity limits for equipment and supplies can be found using the Coverage and Reimbursement Code Lookup.

8-5 Long Term Care Facilities - Medical Supply and DME Coverage

For details on covered equipment and supplies for members residing in a Long-Term Care Facility, refer to the Utah State Plan, Attachment 4.19-D 430 Non-Routine Services.
8-5.1 Nursing Facility Reimbursement

For details refer to Medicaid’s Long-Term Care Resources.

8-5.2 Equipment and Supplies within the Per Diem Rate

For the purposes of this manual equipment, supplies, and services, for members residing in long-term care facilities, that are covered in the per diem rate include, but are not limited to, the following:

- Routine personal hygiene items and services as required to meet the needs of the member:

  - basins
  - denture cleaner
  - soaps
  - bedpans
  - deodorant
  - tissues
  - brush
  - disinfecting soaps
  - toothbrush
  - comb
  - hair hygiene supplies
  - toothpaste
  - cotton balls
  - moisturizing lotion
  - towels
  - cotton swabs
  - sanitary napkins
  - washcloths
  - dental floss
  - razor
  - water pitchers
  - denture adhesive
  - shaving cream

- Items stocked at nursing stations or on the floor in gross supply:

  - adhesive bandages
  - CPAP/Bi-PAP supplies
  - oxygen masks
  - alcohol wipes
  - gauze
  - oxygen tubing
  - applicators
  - hospital gowns
  - routine dressings
  - catheters
  - incontinence supplies
  - suppositories
  - colostomy bags
  - irrigation supplies
  - syringes
  - compression stockings
  - IV equipment
  - tape
  - cotton balls
  - ostomy supplies
  - tongue depressors

- Items used by individual patients which are reusable and expected to be available such as:

  - bed rails
  - traction equipment
  - canes
  - standard beds
  - crutches
  - walkers
  - ice bags
  - wheelchairs

- Special dietary supplements used for tube feeding or oral feeding except those indicated as ancillary services.
- Specialized cleansing agents when indicated to treat special skin problems or to fight infection.

8-5.3 Equipment and Supplies Reportable as Ancillary Services

Ancillary equipment, supplies and services that can be reported outside of the per diem coverage are:

- Oxygen
- Enteral or parenteral nutrition meeting the criteria found in Chapter 8-9 Nutrition General
- Prosthetic devices to include:
• Artificial legs
• Artificial arms
• Artificial eyes
• Special braces

• Equipment approved by Medicaid for individual members. This equipment is currently limited to:
  o Air or water flotation beds
  o Mattresses or overlays for the treatment of decubitus ulcers
  o Power wheelchairs
  o CPAP/Bi-PAP machine
  o Customized wheelchairs meeting criteria outlined in the Utah Medicaid definition
  o Negative pressure wound therapy equipment and supplies

8-6 Purchases and Rentals

DME may be available for purchase, capped rental, or continuous rental. Items identified as capped rental or continuous rental must be reported with a correct modifier. Failure to use the correct modifier will result in denial of the submitted claim.

8-6.1 Purchased Equipment

DME purchased under the Medicaid program must be new, unused equipment. The DME provider must retain invoices in the member’s record documenting the equipment is new.

Refurbished, rebuilt, or used equipment is not covered for purchase by Medicaid, unless specifically authorized in writing from Medicaid.

8-6.2 Capped Rental

Certain DME may be reimbursed as a capped rental. After 12 consecutive months, Medicaid considers the equipment to be paid in full and owned by the member.

If there is an interruption of 60 consecutive days or more during the capped rental period, and the equipment is returned to the provider, a new 12-month rental period will begin if reordered at a later date.

Claims for capped rental DME must be submitted with a LL modifier on the claim.

8-6.3 Continuous Rental

Limited specialized equipment may be furnished to the member on a permanent rental basis.

The continuous rental rate includes maintenance and backup equipment, if needed.

Claims for continuous rental DME must be submitted with a RR modifier.

8-7 Incontinence Products
Incontinence products are covered for traditional Medicaid members with documentation supporting medical necessity.

The following quantity limits apply to any combination of the covered incontinence supply codes for a one-month supply. If the member’s need exceeds these limits, PA is required.
- members on traditional Medicaid programs - 156 per 30-day period
- members on a waiver program do not have a quantity limit

Incontinence supplies are not covered for normal infant use.

### 8-8 Urinary Catheters

Refer to the [Coverage and Reimbursement Code Lookup](#) for specific coverage information by HCPCS code.

A coude tip catheter is considered medically necessary for either male or female members only when a straight tip cannot be used.

### 8-9 Nutritional Services

Enteral and parenteral nutrition is a covered Utah Medicaid benefit. All enteral, parenteral, and metabolic formula nutrition require PA. Coverage is limited to products listed in the [Coverage and Reimbursement Code Lookup](#). Associated supplies and equipment are controlled by quantity limits.

All requests for enteral or parenteral nutrition must include the following documentation:
- A physician’s order including:
  - diagnosis(es)
  - product name
  - total daily prescribed intake amount (e.g., ml, gram, etc.)
  - daily frequency of ingestion
  - duration or period of time the product is to be used (e.g., days, weeks, months, etc.)
  - height and weight of the member
    - history regarding significant changes should be included
- documentation supporting medical necessity
  - If less expensive nutritional products are available, documentation to justify the costlier product

### 8-9.1 Donor Human Milk

Medicaid coverage for donor human milk applies to members residing in a home setting. The provider must be a donor human milk bank certified by the Human Milk Bank Association of North America and enrolled as a Utah Medicaid provider.

All the following criteria must be met:
- Member is Medicaid eligible and age birth through 11 months
- The requesting prescriber is the infant’s treating practitioner
- Completed feeding trial
• The requesting prescriber has addressed with the parent or guardian the benefits and risks of using donated milk. Refer to the FDA for additional information on the Use of Donor Human Milk
• The prescriber has given the parent or guardian information concerning donor screening,
• pasteurization, milk storage, and transport of the donated milk
• An informed consent signed and dated by the parent or guardian, outlining the risks and benefits
• using banked donor human milk
  o Prior Authorization obtained
• The request must be resubmitted every 180 days
• To request a PA, the infant’s treating physician will submit:
  o Request for Prior Authorization Form
  o Donor Human Milk Request Form
  o Documentation supporting the finding that donated human breast milk is medically necessary for the intended recipient and why the mother cannot supply the breast milk

8-9.2 Total Nutrition by Enteral Tube

Total nutrition by enteral tube feeding is covered when a member receives at least 90% of their daily nutritional intake via an enteral tube. Members weaning from total enteral tube feedings are covered for up to three months and then transition to the supplemental nutrition policy.

Enteral Formula is not covered for members under one year of age, as most enteral products are a breast milk substitute.

8-9.3 Oral or Tube Supplemental Nutrition and Total Oral Nutrition:

Total oral nutrition and supplemental enteral nutrition (oral or tube) for EPSDT eligible members receiving less than 90% of their daily nutritional intake via tube feed is a covered benefit if the member is in one of the following categories and has one or more of the following medical conditions:
• The member’s nutritional needs exceed the Utah Women, Infants, and Children Program (WIC) programs monthly allotment, OR
• The member’s nutritional needs cannot be met by WIC, OR
• The member is ineligible for WIC (age 5 or older), OR
• The member is awaiting WIC AND
• The member has one or more of the following medical conditions:
  o Acquired Immune Deficiency Syndrome
  o Malnutrition/Malabsorption because of a stated primary diagnosed disease and be in a wasting state
    ▪ Have a Weight for Length (WFL) <=5th percentile for 3 years of age or under
    ▪ Body Mass Index (BMI) <=5th percentile (ages 4-17)
    ▪ BMI <=18.5 percentile (ages 18-20)
    ▪ BMI <=25 percentile with an unintentional weight loss of five percent in one month, seven and a half percent in three months, or 10 percent in six months
  o Metabolic Disorders requiring a specialized nutrition product
  o Cancer
    ▪ Receiving chemotherapy and/or radiation therapy
    ▪ Up to 3 months following completion of chemotherapy and/or radiation therapy
  o Chronic Renal Failure
  o Decubitus Pressure Ulcers
• Stage three or greater
  • Stage two with documentation that member is malnourished
    o Maintenance patient with an increase of less than 10 BMI percentile points or an increase of
      less than 2 BMI in the past year

Failure to thrive and calorie packing options not available or failed attempt and inadequate rate of
growth or weight gain

8-9.4 Inborn Errors of Metabolism

For Medicaid members, supplemental nutrition is covered to treat inborn errors of metabolism. These
medical food supplements are available through use of HCPCS codes and requires PA.

Specific formula coverage information is found in the Coverage and Reimbursement Code Lookup.

8-9.5 Nutritional Products and Residents of Long-Term Care Facilities

Parenteral solutions and total enteral therapy administered through a tube is covered for members
residing in long term care facilities when criteria are met.

Covered supplies include:
• Parenteral solutions
• A monthly parenteral nutrition administration kit which includes all catheters, pump filters, tubing,
  connectors, and syringes relating to the parenteral infusions
• Enteral solution for total enteral therapy given by tube and includes all supplies

8-9.6 Parenteral Therapy

Specific coverage information is found in the Coverage and Reimbursement Code Lookup.

8-9.7 Coverage Limitations for Nutritional Products

Oral nutritional supplements for adults are not a Medicaid benefit except for members with inborn
errors of metabolism.

Enteral Formula is not covered for members under one year of age, as most enteral products are a breast
milk substitutes.

8-10 Prosthetic and Orthotic Devices

Information regarding code coverage for prosthetic and orthotic devices can be found on the Medicaid
Coverage and Reimbursement Code Lookup.

8-11 Speech Generating Devices (SGD) and Augmentative Alternative Communication Devices (AAC)

SGD and AAC are covered benefits. Coverage of this equipment is determined using evidence-based
criteria.
For further information regarding code coverage for SGDs and AACs can be found on the Medicaid Coverage and Reimbursement Code Lookup.

8-12 Oxygen and Related Respiratory Equipment

The oxygen benefit comes in four forms:
- Oxygen Concentrator with backup oxygen supply
- Stationary gaseous oxygen system
- Portable gaseous oxygen
- Liquid oxygen

8-12.1 Oxygen Concentrator and Backup Oxygen Supply

Oxygen concentrators, and backup oxygen supply, are provided exclusively through a contract with Alpine Home Medical Equipment (1-888-988-2469) for fee-for-service members and members who have voluntarily enrolled in an ACO in a non-mandatory county. See Section I: General Information for county-specific information.

8-12.2 Stationary Gaseous Oxygen System

Gaseous oxygen systems require PA and may be furnished by any willing Medicaid DME provider. A stationary gaseous oxygen system may be covered only in the following circumstances:
- Electrical power to run an oxygen concentrator is not available, or
- When other equipment necessary for the member requires a saturation percentage higher than the capacity of an oxygen concentrator, or
- When the member requires a liter flow rate higher or lower than the capacity of an oxygen concentrator.

8-12.3 Portable Gaseous Oxygen

Portable gaseous oxygen systems and contents must be medically necessary and require orders for delivery by any willing Medicaid DME provider. Portable oxygen systems and contents do not require PA.

Portable oxygen systems and contents are not covered for members requiring oxygen only intermittently or part-time.

8-12.4 Liquid Oxygen Systems

Liquid oxygen systems and/or contents require PA and may be furnished by any willing Medicaid DME provider. Content is included and not separately reimbursed in stationary systems. A liquid oxygen system and/or contents may be approved only when:
- Multiple pieces of equipment are being used by the member in a series, such as compressors or, ventilators, or
- Gaseous oxygen systems will not provide the liter flow per minute or the percent of concentration required by the member.

See Chapter 11-2 Billing for claim submission of liquid oxygen.
8-12.5 Ventilators

Information regarding code coverage for ventilators can be found on the Medicaid Coverage and Reimbursement Code Lookup.

8-13 Monitoring Equipment

8-13.1 Apnea Monitor

Infant apnea/bradycardia monitors are supplied under contract with Apria Healthcare® (1-888-492-7742). This is a carve-out service and applies to fee-for-service and managed care plan members.

8-13.2 Blood Glucose Monitors

Blood glucose monitors are available to Medicaid members through the pharmacy benefit. Blood glucose monitors from the manufacturers of preferred test strip can be obtained from a pharmacy. For additional information refer to the Pharmacy Manual.

Blood glucose monitors not covered through the pharmacy benefit may be provided with written PA. Blood glucose monitors available through the DME benefit will be limited to those that contain special features (e.g., voice synthesizers) that are medically necessary for an individual member and approved on a case by case basis.

8-14 Wheelchairs

8-14.1 General Information

When requesting a wheelchair -
- Providers are required to demonstrate medical necessity in accordance with Utah Administrative Code R414-1-2(18) and the Utah Medicaid Provider Manual Section I: General Information Chapter 8 Medical Necessity.
- Wheelchairs, accessories, attachments, components, and options require PA or have a quantity limit.
  - PA requests are evaluated using evidence-based criteria.
  - PA requests will not be approved when a member owns an appropriate wheelchair that meets medical necessity.
- Maintain documentation of physician orders within the DME provider’s member record.

Wheelchairs are limited to one every five years and are not replaceable until the member’s current wheelchair no longer meets medical necessity.

Wheelchairs purchased by Medicaid are owned by the member.

The provider must not submit a claim to Medicaid until the wheelchair and all items related to the wheelchair have been received and signed for by the member or authorized representative.
In addition to criteria outlined within Chapter 3-5 Wheelchairs, wheelchair requests are considered using evidence-based criteria.

### 8-14.2 Wheelchair Evaluation Forms

When requesting a wheelchair, DME providers must:
- complete and submit the required wheelchair evaluation forms
- submit the applicable form(s) with the PA request
- maintain the original wheelchair evaluation forms within the DME provider member record

#### Wheelchair Initial Evaluation Form

- required as part of the wheelchair PA request
- completed prior to requesting a wheelchair
- performed by a physician, licensed physical therapist, or licensed occupational therapist

#### Wheelchair Final Evaluation Form

- required for claims related to power wheelchairs, ultra-lightweight wheelchairs, and manual wheelchairs equipped with tilt in space
  - when a claim is submitted without a properly executed Wheelchair Final Evaluation Form, the entire claim will be denied
  - for claims submission the provider must fax this form to 801-536-0481
- completion of the form must be within 10 business days from the date of delivery
- forms that contain a checkbox marked as “NO” or an unanswered question will be denied as incomplete
- a caregiver is permitted to sign the form when the member is incapable of signing for themselves due to medical related reasons
  - a caregiver is any person working or living with the member in their place of residence while providing assistance with ADLs or MRADLs in addition to ongoing care
  - a caregiver is not:
    - an evaluating therapist
    - an evaluating or ordering provider
    - an ATP
    - a vendor delivering the equipment
    - any person whose signature is used elsewhere on the form

#### Wheelchair Training Checklist (Power Wheelchair)

- required as part of the power wheelchair PA request
- performed by a physician, licensed physical therapist, or licensed occupational therapist

The wheelchair evaluation forms are located at [Utah Medicaid Forms](#).

### Reporting Evaluations

Licensed physical and occupational therapists should report evaluations with the following CPT codes:
- 97535 - Self-care/home management training (e.g., activities of daily living (ADL) and compensatory training, meal preparation, safety procedures, and instructions in use of assistive technology devices/adaptive equipment) direct one-on-one contact, each 15 minutes, or
• 97542 - Wheelchair management (e.g., assessment, fitting, training), each 15 minutes

The wheelchair evaluations include completion of Wheelchair Initial Evaluation Form, Wheelchair Final Evaluation Form, and Wheelchair Training Checklist (Power Wheelchair) Form.

8-14.3 Manual Wheelchair

Manual wheelchairs require the member:
• has sufficient upper extremity function and other physical and mental capabilities needed to safely self-propel the manual wheelchair, or
• has a caregiver who is available, willing, and able to provide assistance with the wheelchair

Wheelchairs identified with HCPCS codes E1161 and K0005 must be provided by a supplier who employs a RESNA-certified Assistive Technology Professional (ATP) and who has direct, in-person involvement in the wheelchair selection for the member.

8-14.4 Power Wheelchairs

Power wheelchairs must be provided by a supplier who employs a RESNA-certified Assistive Technology Professional (ATP) and who has direct, in-person involvement in the wheelchair selection for the member.

• Power wheelchair coverage requires the member does not have sufficient upper extremity function to self-propel an optimally-configured manual wheelchair, and
  o has the mental and physical capabilities to safely operate the power wheelchair that is provided, or
  o is unable to safely operate the power wheelchair, and the member has a caregiver who is unable to adequately propel an optimally configured manual wheelchair and, is available, willing, and able to safely operate the power wheelchair that is being requested, and
  o weighs less than or equal to the weight capacity of the power wheelchair that is provided and greater than or equal to 95% of the weight capacity of the next lower weight class power wheelchair, and
  o use of a power wheelchair will significantly improve the member’s ability to participate in MRADLs
  o for members with severe cognitive and/or physical impairments, participation in MRADLs may require the assistance of a caregiver

8-14.5 Accessories, Attachments, Components and Options

Listed accessories, attachments, components and options require the following criteria are met.

• Nonstandard seat frame dimensions
  o a nonstandard seat width and/or depth outside of standard wheelchair seating description requires the member’s physical dimensions to justify the need

• Wheels and tires for manual wheelchairs
  o a gear reduction drive wheel requires the member has been self-propelling in a manual wheelchair for at least one year
• Power tilt and or recline seating systems
  o a power seating system tilt only, recline only, or combination tilt and recline with or without power elevating leg rests require the member meets all the coverage criteria for a power wheelchair described in the Chapter 8-14.4 Power Wheelchairs, and:
    ▪ is unable to perform a functional weight shift, or
    ▪ utilizes intermittent catheterization for bladder management and is unable to independently transfer from the wheelchair to bed, or
    ▪ the power seating system is needed to manage increased tone or spasticity

• Power wheelchair drive control systems
  o an attendant control may be covered when:
    ▪ in place of a member-operated drive control system if the member meets coverage criteria for a wheelchair, and
    ▪ is unable to operate an optimally-configured manual or power wheelchair, and
    ▪ the caregiver, who is unable to operate an optimally-configured manual wheelchair, is able to safely operate a power wheelchair

• Miscellaneous accessories
  o anti-rollback devices require the member self-propels and uses wheelchair ramps
  o safety belt/pelvic strap require the member has weak upper body muscles, upper body instability, or muscle spasticity which requires use of this item for proper positioning
  o manual fully reclining back option requires the member has one or more of the following conditions:
    ▪ is at high risk for development of a pressure ulcer and is unable to perform a functional weight shift, or
    ▪ utilizes intermittent catheterization for bladder management and is unable to independently transfer from the wheelchair to the bed

Criteria for equipment identified using a HCPCS code with the terms miscellaneous or not otherwise specified can be found in Chapter 12-3 Healthcare Common Procedure Coding System (HCPCS) Miscellaneous Codes.

Table A

Coverage of equipment in Column I (base equipment) includes items in Column II (add on equipment). Equipment in Column II that is medically necessary must be provided to the member at the time of initial issue of equipment found in Column I. For equipment not identified within the table, use the standard process for requesting wheelchair related items.

<table>
<thead>
<tr>
<th>Column I</th>
<th>Column II</th>
</tr>
</thead>
<tbody>
<tr>
<td>E1161, E1231, E1232, E1233, E1234, E1235, E1236, E1237, E1238, K0001, K0002, K0003, K0004, K0005, K0006, K0007</td>
<td></td>
</tr>
<tr>
<td>Adjustable height, detachable armrest, complete assembly</td>
<td>E0973</td>
</tr>
<tr>
<td>Tray E0950</td>
<td></td>
</tr>
<tr>
<td>Foot box, any type, includes attachment and mounting hardware, E0954</td>
<td></td>
</tr>
<tr>
<td>Elevating legrest, complete assembly E0990</td>
<td></td>
</tr>
<tr>
<td>Power tilt and/or recline seating systems E1002, E1003, E1004, E1005, E1006, E1007, E1008</td>
<td></td>
</tr>
<tr>
<td>Leg elevating systems E1009, E1010, E1012</td>
<td></td>
</tr>
<tr>
<td>Sip and puff E2325</td>
<td></td>
</tr>
<tr>
<td>Residual limb support system E1020</td>
<td></td>
</tr>
<tr>
<td>Leg strap, H style K0039</td>
<td></td>
</tr>
<tr>
<td>Footrest, complete assembly, replacement only K0045</td>
<td></td>
</tr>
<tr>
<td>Elevating leg rest, lower extension tube, replacement only K0046</td>
<td></td>
</tr>
<tr>
<td>Elevating leg rest, upper hanger bracket, replacement only K0047</td>
<td></td>
</tr>
<tr>
<td>Elevating footrests, articulating (telescoping) K0053</td>
<td></td>
</tr>
<tr>
<td>Rear wheel assembly, complete, with solid tire, spokes or molded, replacement only K0069</td>
<td></td>
</tr>
</tbody>
</table>
Rear wheel assembly, complete, with pneumatic tire, spokes or molded, replacement only K0070

Front caster assembly, complete, with pneumatic tire, replacement only K0071

Front caster assembly, complete, with semi-pneumatic tire, replacement only K0072

Front caster assembly, complete, with solid tire, replacement only K0077

### 8-14.6 Members Residing in Long-Term Care Facilities

Wheelchairs are part of the per diem rate for members residing in long-term care facilities when the equipment provided is identified with HCPCS codes K0001-K0004, K0006, and K0007.

Manual wheelchairs that meet the Medicaid definition of customized manual wheelchair may be reported outside of the per diem rate.

For further details regarding wheelchair coverage for members residing in long-term care facilities refer to the Utah State Plan, Attachment 4.19-D, Section 400 Routine Services.

### 8-15 Equipment Service Requirements

#### 8-15.1 General Equipment Service Requirements Information

Maintenance, repairs, and replacements are services for medically necessary equipment and are covered benefits when criteria for services are met. Reimbursement of services may not include payment for parts and labor covered under a warranty.

Requirements for all services include:

- A physician order
- Prior authorization
- Equipment is a Medicaid-covered benefit
- Equipment is owned by the member
- Equipment is being used by the member

#### 8-15.2 Maintenance

Maintenance is a covered benefit.

Routine periodic servicing, such as testing, cleaning, regulating, and checking of the member’s equipment, is not covered.
Upon receiving equipment, the member should be given an operating manual which describe the type of servicing an owner may perform to properly maintain the equipment. It is expected that a member or caregiver will perform this maintenance.

When requesting PA for maintenance providers must use the MS modifier with the equipment’s designated HCPCS code. Maintenance claims cannot be submitted until six months after the end of the capped rental period and can only be submitted once every six months thereafter.

Maintenance includes the technician time and supplies used to keep the equipment operating properly.

8-15.3 Repairs

Repairs are covered when required to make equipment operable and will not exceed the cost of replacement.

The equipment warranty must be expired before Medicaid will cover repairs.

Documentation of repairs must be maintained in the member’s record.

Medical necessity for repairs to equipment is established if Medicaid covered the item.

When equipment was not initially covered by Medicaid, repair requests must be submitted with a treating physician’s statement that the equipment being repaired continues to be medically necessary and the repair itself is medically necessary.

Coding for Repairs

The following tables contain the allowed units of service per each item repaired. When coding for repairs submit documentation indicating each item to be repaired, e.g. right and left armrest. Units of service include basic troubleshooting, problem diagnosis, testing, cleaning, screws, nuts, and bolts. One unit of service equals 15 minutes.

### Power/Manual Wheelchair

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Allowed Unit(s) of Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Armrest/Arm pad</td>
<td>1 (any type, per armrest/pad)</td>
</tr>
<tr>
<td>Arm trough, with or without hand support</td>
<td>1 (per arm trough)</td>
</tr>
<tr>
<td>Positioning belt/safety belt/pelvic strap</td>
<td>1 (any type, per belt)</td>
</tr>
<tr>
<td>Safety vest</td>
<td>1</td>
</tr>
<tr>
<td>Ratchet assembly</td>
<td>1</td>
</tr>
</tbody>
</table>

### Manual Wheelchair Only

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Allowed Unit(s) of Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anti-tipping device</td>
<td>1</td>
</tr>
<tr>
<td>Hand rim</td>
<td>1 (any type/per hand rim)</td>
</tr>
<tr>
<td>Push activated power assist</td>
<td>1</td>
</tr>
<tr>
<td>One arm drive attachment</td>
<td>1</td>
</tr>
<tr>
<td>Equipment</td>
<td>Allowed Unit(s) of Service</td>
</tr>
<tr>
<td>--------------------------------------------------------------------------</td>
<td>----------------------------</td>
</tr>
<tr>
<td>Adapter for amputee</td>
<td>1 (any type/ per adapter)</td>
</tr>
<tr>
<td>Solid seat insert</td>
<td>1</td>
</tr>
<tr>
<td>Wheel lock brake extension (handle)</td>
<td>1 (per handle)</td>
</tr>
<tr>
<td>Wheel lock assembly, complete, each</td>
<td>1 (any type, per assembly)</td>
</tr>
<tr>
<td>Wheel braking system and lock, complete, manual, disc brakes</td>
<td>1 (any type, per brake)</td>
</tr>
<tr>
<td>Anti-rollback device, each</td>
<td>1 (any type, per device)</td>
</tr>
</tbody>
</table>

**Power Wheelchair Only**

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Allowed Unit(s) of Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joystick (programming not covered)</td>
<td>1</td>
</tr>
<tr>
<td>Harness for upgrade to expandable controller, including all fasteners,</td>
<td>2</td>
</tr>
<tr>
<td>connectors and mounting hardware</td>
<td></td>
</tr>
<tr>
<td>Electronic connection between wheelchair controller, power seating</td>
<td>2 (any type, per connection)</td>
</tr>
<tr>
<td>system motors (any number of motors), includes all related electronics,</td>
<td></td>
</tr>
<tr>
<td>including fixed hardware</td>
<td></td>
</tr>
<tr>
<td>Power controllers or actuators</td>
<td>2 (any type)</td>
</tr>
<tr>
<td>Power w/c accessory, electronic interface to operate speech generating</td>
<td>2</td>
</tr>
<tr>
<td>device using control interface</td>
<td></td>
</tr>
<tr>
<td>Charger</td>
<td>1</td>
</tr>
<tr>
<td>Drive wheel motors (single/pair)/gearbox and combos</td>
<td>2 single/ 3 pair</td>
</tr>
<tr>
<td>Drive belt</td>
<td>2</td>
</tr>
</tbody>
</table>

**Leg and Foot Rests**

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Allowed Unit(s) of Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elevating leg rest, complete assembly</td>
<td>1 (any type, per leg rest)</td>
</tr>
<tr>
<td>Calf rest/pad</td>
<td>1 (any type, per pad)</td>
</tr>
<tr>
<td>Leg rest parts</td>
<td>1 (any type, per leg rest)</td>
</tr>
<tr>
<td>Cam release assembly, foot rest or leg rests</td>
<td>1</td>
</tr>
</tbody>
</table>

**Headrest**

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Allowed Unit(s) of Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replace headrest assembly</td>
<td>1 (any type, includes removal of previous)</td>
</tr>
<tr>
<td>Replace headrest pad</td>
<td>1 (any type)</td>
</tr>
<tr>
<td>Headrest extension</td>
<td>1 (any type)</td>
</tr>
</tbody>
</table>

**Miscellaneous**

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Allowed Unit(s) of Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wheelchair tray</td>
<td>1</td>
</tr>
<tr>
<td>Heel loop/holder</td>
<td>1</td>
</tr>
<tr>
<td>Toe loop/holder</td>
<td>1</td>
</tr>
<tr>
<td>Foot box, any type, includes attachment and mounting hardware</td>
<td>1 (any type/ per foot)</td>
</tr>
<tr>
<td>Lateral trunk or hip support</td>
<td>1 (any type, including fixed mounting hardware, per side)</td>
</tr>
<tr>
<td>Equipment</td>
<td>Allowed Unit(s) of Service</td>
</tr>
<tr>
<td>--------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------</td>
</tr>
<tr>
<td>Lateral thigh or knee support, any type, including fixed mounting hardware</td>
<td>1 (any type, per side)</td>
</tr>
<tr>
<td>Medial thigh support</td>
<td>1 (any type, including fixed mounting hardware/per side)</td>
</tr>
<tr>
<td>Shoulder harness/straps or chest straps, including</td>
<td>1 (any type, includes mounting hardware)</td>
</tr>
<tr>
<td>Narrowing device</td>
<td>1 (any type)</td>
</tr>
<tr>
<td>Shock absorber manual/power</td>
<td>1 (any type, per side)</td>
</tr>
<tr>
<td>Residual limb support system for</td>
<td>1 (any type, per side)</td>
</tr>
<tr>
<td>Manual swing-away, retractable or removable mounting hardware for joystick, other control interface or positioning accessory</td>
<td>2</td>
</tr>
<tr>
<td>Ventilator tray fixed or gimbaled</td>
<td>2</td>
</tr>
</tbody>
</table>

### Seating Systems

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Allowed Unit(s) of Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power seating system, tilt only</td>
<td>2</td>
</tr>
<tr>
<td>Power seating system, recline only, without shear reduction</td>
<td>2</td>
</tr>
<tr>
<td>Power seating system, recline only, with mechanical shear reduction</td>
<td>2</td>
</tr>
<tr>
<td>Power seating system, recline only, with power shear reduction</td>
<td>2</td>
</tr>
<tr>
<td>Power seating system, combo tilt and recline without shear reduction</td>
<td>3</td>
</tr>
<tr>
<td>Power seating system, combo tilt and recline, with mechanical shear reduction</td>
<td>3</td>
</tr>
<tr>
<td>Power seating system, combo tilt and recline with power shear reduction</td>
<td>3</td>
</tr>
<tr>
<td>Addition to power seating system, mechanically linked leg elevation system including pushrod and leg rest</td>
<td>1 (per side)</td>
</tr>
<tr>
<td>Manual w/c nonstandard seat frame, width greater than or equal to 20 inches and less than 24 inches</td>
<td>2</td>
</tr>
<tr>
<td>Manual wheelchair nonstandard seat frame width, 24-27 inches</td>
<td>2</td>
</tr>
<tr>
<td>Manual wheelchair nonstandard seat frame depth, 20 to less than 22 inches</td>
<td>2</td>
</tr>
<tr>
<td>Manual wheelchair nonstandard seat frame depth, 22 to 25 inches</td>
<td>2</td>
</tr>
<tr>
<td>Manual wheelchair solid seat support base (replaces sling seat)</td>
<td>2 (includes any type mounting hardware)</td>
</tr>
<tr>
<td>Back, planar or contoured, for pediatric size wheelchair</td>
<td>2 (including fixed attaching hardware)</td>
</tr>
<tr>
<td>Seat, planar or contoured, for pediatric size wheelchair</td>
<td>2 (including fixed attaching hardware)</td>
</tr>
<tr>
<td>Manual wheelchair accessory, for pediatric size wheelchair, dynamic seating frame, allows coordinated movement of multiple positioning features</td>
<td>2</td>
</tr>
<tr>
<td>Power wheelchair accessory, nonstandard seat frame widths, depths</td>
<td>2</td>
</tr>
<tr>
<td>-----------------------</td>
<td>----</td>
</tr>
<tr>
<td>Cushions, positioning, seat</td>
<td>2 (any type)</td>
</tr>
<tr>
<td>Cushions, positioning, backs</td>
<td>2 (any type)</td>
</tr>
<tr>
<td>Seat height &lt;17” or equal to or greater than 21” for a high strength, lightweight, or ultra-lightweight wheelchair</td>
<td>2</td>
</tr>
<tr>
<td>Semi-recline back and fully recline</td>
<td>2</td>
</tr>
</tbody>
</table>

### Oxygen

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Allowed Unit(s) of Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPAP/Bi-PAP (blower assembly)</td>
<td>2</td>
</tr>
</tbody>
</table>

### Hospital Beds

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Allowed Unit(s) of Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head/Foot board</td>
<td>2</td>
</tr>
<tr>
<td>Pendent</td>
<td>2</td>
</tr>
</tbody>
</table>

### Lifts

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Allowed Unit(s) of Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hydraulic pump</td>
<td>2</td>
</tr>
</tbody>
</table>

Repairs require using the appropriate code with the number of units required:

- **K0739** - Repair or non-routine service for DME other than oxygen requiring the skill of a technician, labor component, per 15 minutes
- **K0740** - Repair or non-routine service for oxygen equipment requiring the skill of a technician, labor component, per 15 minutes

Note: For hearing aid repairs, refer to the Speech-Language Pathology and Audiology Services Provider Manual and the EPSDT Manual.

### 8-15.4 Replacements

Equipment may be replaced if medically necessary or the item is lost, stolen, or damaged beyond repair.

Documentation supporting the need for the replacement of equipment will be maintained in the supplier’s member record.

When submitting a claim for replacement, providers must use the appropriate modifier.
- **RA** - Replacement of a DME item, due to loss, irreparable damage or when item has been stolen
- **RB** – Replacement of a DME item as part of a repair

### 8-15.5 Warranties

- A provider must notify a member of warranty coverage and honor all warranties.
- A provider must not charge the member or the Medicaid program for services covered under warranty.
9 Non-Covered Services

Some specific non-covered DME are listed below. The list is not all inclusive.

- Equipment permanently attached or mounted to a building or a vehicle, including ramps, lifts, and bathroom rails.
- Sacro-lumbar or dorsal lumbar corset type supplies are not considered prosthetic devices or special appliances.

10 Prior Authorization

Prior authorization (PA) is required for certain equipment and supplies. Information regarding PA can be found in Section I: General Information, Chapter 10, Prior Authorization.

10-1 Medicare and Prior Authorization

Except for paid Medicare crossover claims, the PA requirement for Medicaid applies to all equipment and supplies subject to PA regardless of third-party liability coverage or eligibility.

Refer to Section I: General Information, Chapter 11-5.1 Medicare Crossover Claims for further details.

10-2 Retroactive Authorization

Refer Section I: General Information, Chapter 10-3, Retroactive Authorization.

10-3 Transition of Care

When equipment or supplies are prior authorized for purchase and ordered for a member, and the member is then enrolled in another plan (ACO or Fee-For-Service) before receiving the equipment, the plan that prior authorized the item is responsible for adjudicating the claim.

11 Billing

Refer to Section I: General Information, Chapter 11 Billing Medicaid.

11-1 Returned Medical Supplies or DME

If a member returns equipment or supplies purchased with a Medicaid card, a cash refund must not be given to the member. The provider must refund the reimbursement to Medicaid or call the Bureau of Medicaid Operations, Medicaid Claims team and request the claim be reversed.

11-2 Billing for Liquid Oxygen

Liquid oxygen is reported monthly in 10-pound increments. (One 10-pound increment equals 1 unit).
Report a stationary liquid oxygen system with HCPCS code E0439RR, which includes the first 10 pounds. If more than 10 pounds of liquid oxygen is used per month, report with code E0442 in additional 10-pound increments.
Note: For a member residing in a long-term care facility, all oxygen and oxygen-related equipment (except for services covered under the oxygen concentrator contract) must be submitted through the appropriate DME provider who is responsible to obtain appropriate PA.

12 Coding

12-1 Repairs

See Chapter 8-17.2 Coding for Repairs of this document for information related to coding for repairs.

12-2 Wheelchair Evaluations

See Chapter 8-14.2 Wheelchair Evaluation Forms Reporting Evaluations of this manual for information related to coding wheelchair related evaluations.

12-3 Healthcare Common Procedure Coding System (HCPCS) Miscellaneous Codes

For the purposes of this manual, HCPCS codes using the terms miscellaneous or not otherwise specified are considered miscellaneous codes.

Equipment or supplies not described by a specific HCPCS code may be submitted using a miscellaneous code.

Equipment or supplies submitted with a miscellaneous code require PA.

PA requests for miscellaneous equipment or supplies is contingent upon documentation supporting the provider’s actual acquisition cost, a picture of the equipment or supply, and medical necessity.

12-4 Modifiers

Modifiers

When ordering, an item requiring PA that could be used bilaterally, append the applicable modifier(s) to the PA request and claim. (Refer to the Coverage and Reimbursement Code Lookup.) Below are examples of how to report modifiers for bilateral and unilateral use.

Example 1 - Bilateral Use
Code L8420: Prosthetic sock, multiple ply, below knee, each. Allowed 24 per year, per side without PA.
Ordered: L8420 x 12 for bilateral use.
Report on one claim using two lines with the applicable modifier:

<table>
<thead>
<tr>
<th></th>
<th>Code</th>
<th>Modifier 1</th>
<th>Modifier 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct</td>
<td>L8420 6</td>
<td>RT</td>
<td></td>
</tr>
<tr>
<td>Correct</td>
<td>L8420 6</td>
<td>LT</td>
<td></td>
</tr>
<tr>
<td>Incorrect</td>
<td>L8420 12</td>
<td>RT</td>
<td>LT</td>
</tr>
</tbody>
</table>
Example 2 - Unilateral Use
Code L8420: Prosthetic sock, multiple ply, below knee, each. Allowed 24 per year, per side without PA.
Ordered: L8420 x 12 to use on the left side.
Report on one claim using two lines with the applicable modifier:

<table>
<thead>
<tr>
<th>Correct</th>
<th>Unit(s)</th>
<th>Code</th>
<th>Modifier 1</th>
<th>Modifier 2</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>12</td>
<td>L8420</td>
<td>LT</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Incorrect</th>
<th>Unit(s)</th>
<th>Code</th>
<th>Modifier 1</th>
<th>Modifier 2</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>12</td>
<td>L8420</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Resource Table

The following table is designed to provide hyperlinks to relevant documents, forms, and information to be used in conjunction with this provider manual.

<table>
<thead>
<tr>
<th>For information regarding:</th>
<th>Utah Administrative Code Table of Contents Rule R414-1. Utah Medicaid Program. Utah Administrative Rule R414-70 Medical Supplies, Durable Medical Equipment, and Prosthetic Devices.</th>
</tr>
</thead>
<tbody>
<tr>
<td>General information including: Billing Fee for Service and Managed Care Member Eligibility Prior Authorization Provider Participation</td>
<td>Bureau of Coverage and Reimbursement Policy Coverage and Reimbursement Code Lookup The National Correct Coding Initiative in Medicaid</td>
</tr>
<tr>
<td>Information including: Coverage and Reimbursement Resources National Correct Coding Initiative Procedure codes with accompanying criteria and limitations*</td>
<td>Utah Medicaid Official Publications Utah State Bulletin</td>
</tr>
<tr>
<td>Information including policy and rule updates: Medicaid Information Bulletins (Issued Quarterly in January, April, July, and October) Medicaid Provider Manuals Utah State Bulletin (Issued on the 1st and 15th of each month)</td>
<td></td>
</tr>
<tr>
<td>Medicaid forms including:</td>
<td>Utah Medicaid Forms</td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>PA Request</td>
<td></td>
</tr>
<tr>
<td>Utah Medicaid Initial Wheelchair</td>
<td></td>
</tr>
<tr>
<td>Evaluation Form</td>
<td></td>
</tr>
<tr>
<td>Utah Medicaid Final Wheelchair</td>
<td></td>
</tr>
<tr>
<td>Evaluation Form</td>
<td></td>
</tr>
<tr>
<td>Utah Medicaid Power Wheelchair Training</td>
<td></td>
</tr>
<tr>
<td>Checklist</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Medical Supplies and DME</th>
<th>Medical Supplies And Durable Medical Equipment Provider Manual</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Medical Supplies, Durable Medical Equipment, and Prosthetic Devices. R414-70.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Patient (Member) Eligibility Lookup Tool</th>
<th>Eligibility Lookup Tool</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Prior Authorization</th>
<th>Prior Authorization Form</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Provider Portal Access</th>
<th>Utah Medicaid Provider Portal Access</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Provider Training</th>
<th>Utah Medicaid Provider Training</th>
</tr>
</thead>
</table>

| References including:                   | 42 CFR 440.50 |
| Social Security Act                      | 42 CFR 440.120(C) |
| Code of Federal Regulations             | 42 CFR 441.15 |
| Utah Code                                | 42 CFR 414 subpart D and subpart F |
|                                          | Social Security Act 1905(a) |
|                                          | Social Security Act 1861 (r) |
|                                          | Utah Annotated Code Title 58 |