



STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene

201 W. Preston Street • Baltimore, Maryland 21201

Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – Joshua M. Sharfstein, M.D., Secretary

March 1, 2014

Dear Provider:

This memo clarifies the documentation accepted as proof of delivery of items reimbursed by the Durable Medical Equipment/Disposable Medical Supplies and Oxygen Related Services Program.

Currently, we accept a delivery ticket from the provider signed by the recipient or the recipient's representative where the identification of the person signing and the exact nature of the items delivered is clearly evident. If the provider utilizes a delivery service, the delivery ticket again must have the items delivered on the delivery ticket and the delivery service's tracking information. The provider's documentation must be linked to the delivery service's documentation by the delivery service's tracking number or provider's invoice number for the package sent to the recipient. Both delivery tickets must include:

- Recipient's name
- Delivery address
- Delivery service's package identification number, provider's invoice number or method that links the provider's delivery documents with the delivery service's records.
- Detailed description of the item(s) being delivered (e.g., brand name, serial number, narrative description)
- Quantity of each item delivered
- Date delivered
- Proof of delivery

However, if the delivery service option is chosen, it is the provider's responsibility to ensure the recipient receives all items listed on the delivery ticket. The Program will not be responsible for payment of any items not received by the recipient.

Should you have any questions pertaining to this correspondence, you may contact me at 410-767-1739 or via email at Deneen.Ratchford@maryland.gov. Please frequent <http://mmcp.dhmh.maryland.gov/communitysupport/SitePages/Home.aspx> for any updates to the DMS/DME/Oxy Program. Thank you for your continued service to the Maryland Medicaid community.

Sincerely,

Deneen Ratchford-Price, Supervisor
Division of Community Support Services