

Quality Care Standards for DME Services

Seating Solutions takes pride in working as a team with qualified and reputable durable medical equipment (DME) suppliers in the Jacksonville area. The DME providers who supply Manual Wheelchairs, Power Mobility Devices (PMDs), Complex Rehabilitative Seating, Assistive Technologies and other high-end rehab DME, must carry-out the appropriate level of care and services to our patients. Seating Solutions must verify that each provider meets our practice's Quality Care Standards.

Because Seating Solutions works closely with patients, families, caregivers, physician groups and multiple referral sources, DME suppliers on our team must be committed to providing excellent patient care. To ensure our patients are taken care of before-and-after the sale of equipment, Seating Solutions works with DME providers who have local full service sites for Duval, Clay and St. Johns counties.

How to Become a Member of Our Team

The DME Provider must:

1. Complete a face-to-face interview.

New DME providers who are interested in joining our team, will be asked to meet with us in person.

2. Employ a Certified Assistive Technology Professional (ATP) or Certified Rehabilitative Technology Supplier (CRTS).

The ATP or CRTS must be one who is local to the service area of the clients.

For Complex Rehab Wheelchairs, DME suppliers must adopt Medicare's Quality Standards **Appendix B: Manual Wheelchairs, Power Mobility Devices, and Complex Rehabilitative Wheelchairs and Assistive Technology** (*DMEPOS Quality Standards Final October 2008, pg 12 - 14*). This can be found on Medicare's website:

<http://www.cms.hhs.gov/medicareprovidersupenroll/downloads/dmeposaccreditationstandards.pdf>

3. Arrange a time to meet face-to-face at the provider's service location.

Community based, in-home services include conducting evaluations and treatments in patients' homes. However, in some situations, services need to be completed at the DME supplier's service location. Because of this, we may request an on-site tour of the service location where rehab seating trials, fittings, training and repairs will be completed.

4. Offer a wide range rehab manufacture product lines.

Because Seating Solutions staff are rehabilitation specialists who evaluate and treat a wide range of patient populations, DME suppliers will be asked to offer multiple rehab manufacture product lines in effort to provide our patients reasonable choices. Seating Solutions does not limit product choice, regardless of insurance coverage.

(Please Note: This qualification does not relate to patients' insurance coverage, deductibles, co-payments or any other financial responsibilities. Insurance coverage and financial responsibilities will be discussed with clients during the evaluation process).

5. Must maintain Good Standing with all insurance coverage laws and regulations.

DME suppliers and their subsidiaries may not have a current or past history of Medicare, Medicaid or private insurance violations on file. This includes OIG, NCS or FBI investigations and/or sanctions.

Durable medical equipment providers who are interested in joining our rehab team will need to make an appointment by contacting:

Cindi Petito at (904) 315-7070 - or - E-mail at Cindi@SeatingSolutionsInc.com