



Durable Medical Equipment (DME) Benefits

Key Points

- Department of Veterans Affairs (VA) Community Care Network (CCN) providers can only provide urgent and/or emergent DME, medical devices, orthotic and prosthetic with an approved referral.
- The VA CCN provider must submit all prescriptions to VA for routine DME, medical devices, orthotics and prosthetics for eligible Veterans for fulfillment.
- Referral requests for oral appliance therapy, hearing aids and home oxygen have specific requirements.
- Implants are covered in a standardized episode of care (SEOC).
- Artificial limbs and sports and recreation equipment are not covered.

Urgent or Emergent DME

The VA CCN provider must provide DME, medical devices, orthotics and prosthetics to eligible Veterans when it's determined that the Veteran has an urgent or emergent condition. Under VA CCN, an urgent or emergent condition for DME, medical devices, orthotics and prosthetics is a medical condition of acute onset or exacerbation manifesting itself by severity of symptoms including, but not limited to, pain, soft tissues symptomatology, and bone injuries.

Urgent or emergent DME, medical devices, orthotics and prosthetics may include, but are not limited to:

- Splints
- Crutches
- Canes
- Slings
- Soft collars
- Walkers
- Manual wheelchairs

Prescribing providers must ensure the most cost effective option for urgent or emergent DME, medical devices, orthotics or prosthetics when considering renting or purchasing. The rental period may not be more than 30 days. Providers should submit request for services (RFS) form 10-10172 for long-term DME needs to VA for fulfillment.

VA CCN providers with an approved referral may dispense urgent or emergent DME, medical devices, orthotics and prosthetics in accordance to the approved SEOC.

VA CCN providers must coordinate with VA in advance of a scheduled procedure or patient discharge to help ensure the DME, medical devices, orthotics and prosthetics are approved and ready for the Veteran.

Routine Prescriptions for DME, Medical Devices, Orthotics and Prosthetics

VA CCN providers need to submit all prescriptions for routine DME, medical devices, orthotics and prosthetics to VA using a RFS form 10-10172. VA will provide the DME, medical devices, orthotics and prosthetics to the Veteran. VA reserves the right to issue comparable, functionally equivalent DME, medical devices, orthotics and prosthetics.

Please ensure that all DME, medical devices, orthotics and prosthetics prescriptions are submitted to VA using the RFS form 10-10172 within 24 hours or by the next business day after completion of health care services from which the prescription was generated.

The VA CCN provider can find the RFS form 10-10172 at vacommunitycare.com > I am a Provider > Documents & Links.

All DME, medical devices, orthotics and prosthetics prescriptions must contain the following information:

1. Date of request
2. Veteran's full name
3. Veteran's date of birth
4. Veteran's last four (4) digits of Social Security Number (SSN)
5. Veteran's Electronic Data Interchange Patient Identifier (EDIPI)
6. Prescribing provider's full name

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7. Prescribing provider's address
8. Prescribing provider's phone number
9. Prescribing provider's fax number
10. Diagnosis and international classification of diseases (ICD)-10 Code(s)
11. Description and HCPCS code for each prescribed item
12. Detailed information (brand, make, model, part number, etc.) and medical justification for each prescribed item (if a specific brand/model/product is prescribed)
13. Item delivery location/address and expected delivery date
14. Check the applicable box indicating if education and/or fitting has been completed

DME, Medical Devices, Orthotics and Prosthetics Follow-Up Care

VA CCN providers are responsible for follow-up care, including patient education, training, fitting and adjustment for the prescribed item. Education, training, and/or fitting must be completed before DME, medical devices, orthotics or prosthetics is issued to Veteran. If not completed, the DME, medical devices, orthotics and prosthetics will be mailed to the requesting VA CCN provider's address.

Additional Medical Supply Requirements

An approved referral is required for oral appliance therapy (OAT) for obstructive sleep apnea and will be provided by a licensed dentist through Optum's VA CCN Dental Network or a VA CCN provider may submit a Request for Services (RFS) form to VA for fulfillment.

Home oxygen equipment and supply prescriptions and supporting test results (within 24 hours of definitive testing) must always be submitted using a RFS form 10-10172 to VA for review and fulfillment.

Process to prescribe hearing aids following an audiology examination is in development and will be available prior to the start of health care delivery at vacommunitycare.com > I am a Provider > Training & Guides.