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General Durable Medical Equipment and Supplies Communication to Providers

Hello,

iCare will continue to follow the Centers for Medicare & Medicaid Services (CMS) and the Department of Health Services (DHS) guidelines on Durable Medical Equipment and Supplies during the COVID-19 pandemic. It is our top priority to keep our members and providers safe during this time. We do not anticipate any delays in our processing of all requests and will continue to work at the same capacity throughout this emergency.

The Prior Authorization Department is instituting the following changes in our standard policies to ease the burden on our providers and our members during this time. We appreciate your cooperation in our continued efforts around the following items:

- waiving in home assessments for certain items
- waiving many of the requirements for replaced, lost, destroyed, damaged or otherwise rendered unusable or unavailable equipment
- allowing the substitution of a telehealth visit as an alternative to face-to-face encounters
- Effective for claims with dates of service on or after March 1, 2020 and for the duration of this COVID-19 PHE, clinical indications for coverage found in respiratory, infusion pump, and therapeutic continuous glucose monitor NCDs or LCDs will not be enforced

Coverage and guidance from CMS and DHS are rapidly changing to meet the needs of Medicare and Medicaid providers and beneficiaries. iCare is making best efforts to update the information above timely. However, to ensure you are obtaining the most current guidance, we encourage providers to keep abreast of any COVID-19 announcements from CMS ([CMS Current Emergencies General Information & Updates](#)), DHS ([COVID-19: ForwardHealth News and Resources](#)) and the CDC ([Center for Disease Control's Coronavirus webpage](#)).

To keep up to date on the Coronavirus (COVID-19), we encourage you to reference the CMS [Current Emergencies Website](#) and the [Center for Disease Control's Coronavirus webpage](#).

Thank you for your continued service to our members during this challenging time. If you have any additional questions, please email to NetDev@icarehealthplan.org.