



THE HSC HEALTH CARE SYSTEM

Health Services for Children
with Special Needs, Inc.

April 8, 2020

Re: DME during COVID-19 Containment Activities

Dear DME Providers:

Health Services for Children with Special Needs, Inc. (HSCSN) wants to thank you for your continued service to HSCSN enrollees and their families. HSCSN's leadership has heard your concerns about service delivery and potential risk with obtaining signatures during this time. We want to reassure you that we will continue to work with you and allow flexibility when possible as you adjust your practices in response to COVID-19.

DME Orders

Effective immediately, HSCSN will:

- Allow delivery of up to three (3) months of supplies at a time, up to the maximum in the authorization.
- Temporarily allow processing of authorizations without a face-to-face visit with the prescriber within the last 6 months.

Delivery Notification Requirements

HSCSN will allow flexibility in your ability to obtain the signed delivery ticket by temporarily waiving the signature requirement. Providers are still required to submit confirmation of delivery notices within 24 hours of delivery.

These temporary measures will be closely monitored. Please continue to submit requests for authorization of services with valid physician orders. No changes are being made to this process.

Questions

If you have questions related to this notice, please contact the HSCSN Provider Relations Department at 202-467-2737. For more information about HSCSN's response to COVID-19, visit <https://hscsnhealthplan.org/coronavirus>.

Thank you,

Eric Levey, MD
Chief Medical Officer

cc: Kiesha Smith, Director of Utilization Management
Charisse Vickerie, Manager Provider Relations



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with Special Needs, Inc.

For more information visit hscsnhealthplan.org.
For reasonable accommodations please call (202) 467-2737.

If you do not speak and/or read English, please call 202-467-2737 between 7:00 a.m. and 5:30 p.m. A representative will assist you. **English.**

Si no habla o lee inglés, llame al 202-467-2737 entre las 7:00 a.m. y las 5:30 p.m. Un representante se complacerá en asistirle. **Spanish.**

የአንገሊዝኛ ቋንቋ መናገርና ማንበብ የማይችሉ ከሆነ ከጊዜ 7:00 ሰዓት እስከ ቀኑ 5:30 ባለው ጊዜ በስልክ ቁጥር 202-467-2737 በመደወል እርዳታ ማግኘት ይቻላል። **Amharic.**

Nếu bạn không nói và/hoặc đọc tiếng Anh, xin gọi 202-467-2737 từ 7 giờ 00 sáng đến 5 giờ 30 chiều. Sẽ có người đại diện giúp bạn. **Vietnamese.**

如果您不能講和/或不能閱讀英語，請在上午7:00到下午5:30之間給202-467-2737打電話，我們會有代表幫助您。 **Chinese.**

영어로 대화를 못하시거나 영어를 읽지 못하시는 경우, 오전 0시 00분에서 오후 0시 00분 사이에 202-467-2737번으로 전화해 주시기 바랍니다. 담당 직원이 도와드립니다. **Korean.**

Si vous ne parlez pas ou lisez l'anglais, s'il vous plaît appeler 202-467-2737 entre 7:00 du matin et 5:30 du soir. Un représentant vous aidera. **French.**



GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

This program is funded in part by the Government of the District of Columbia Department of Health Care Finance.

HSCSN complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

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