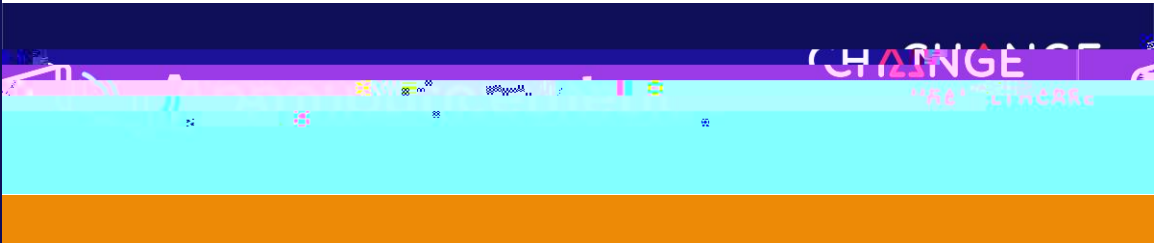


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CSA 070220B



July 2, 2020

Dear Valued Customer,

Change Healthcare is committed to keeping you informed regarding the ongoing publications related to COVID-19. The details are rapidly changing, and these customer service announcements (CSAs) are one way we are sharing the details that pertain specifically to our pharmacy customers.

Reminder regarding Signature Requirements on Proof of Delivery During the COVID-19 Crisis

Change Healthcare has received clarification from the Durable Medical Equipment Medicare Administrative Contractors (DME MACs) that when a signature is not obtained from the beneficiary, the proof of delivery should be annotated with the reason and the catastrophe/disaster related (CR) modifier; a narrative should be submitted with the claim as well.

This information was previously communicated in CSA 052920A referenced below.

1. Signature Requirements on Proof of Delivery During the COVID-19 Pandemic

Revised 05.21.20 - Added language to include the use of the CR modifier and COVID-19 narrative if the claim is affected by the COVID-19 PHE.

In response to the COVID-19 crisis Centers for Medicare & Medicaid Services (CMS) is waiving signature requirements on proof of delivery (POD) documentation, for dates of service (DOS) within the Public Health Emergency (PHE) for the COVID-19 pandemic. Given the nature of the pandemic and the inability to collect signatures during this time, CMS will not enforce the signature requirement.

Items of Durable Medical Equipment, Prosthetics/Orthotics & Supplies (DMEPOS) that are delivered directly to the beneficiary by the supplier (Method 1) typically require a beneficiary's (or designee) signature on the delivery document. During the PHE, suppliers should document the delivery date and that, due to COVID-19, a signature cannot be obtained.

Suppliers are reminded to append a CR modifier and include a narrative of "COVID-19" to all



