

# Durable Medical Equipment

## Quick Reference Guide

### Key Points:

- ➔ The Department of Veterans Affairs (VA) is the primary resource for all routine durable medical equipment (DME) for Veterans.
- ➔ For urgent or emergent care, providers may directly supply Veterans with DME, and TriWest will reimburse providers. Examples of urgent or emergent DME include, but are not limited to, splints, crutches, canes, slings, or soft collars.
- ➔ A recent change by VA now requires a Request for Service (RFS) for DME.

### To order non-urgent or non-emergent DME for Veterans referred to your care, consider the following:

To have routine DME authorized and provided to the Veteran, you first need to complete the VA's RFS form. The RFS form is available on the [VA Storefront](#).

- ➔ On the VA Storefront homepage under "For Providers" on the left-hand navigation bar, click the "Request and Coordinate Care" menu item. Next, click "Request for Service Requirements." The link to the RFS form will be at the bottom of that section.
- ➔ Once you download the RFS form, complete the DME section and fax the entire RFS form to the authorizing VAMC. VA will then directly coordinate the DME between you and the Veteran.
- ➔ Do **not** dispense non-urgent or non-emergent DME out of your office unless you receive a specific VA approval.

### To order urgent or emergent DME:

- ➔ DME must be provided to a Veteran by a treating physician, facility, or DME supplier **at the time of treatment**, and before the Veteran leaves the provider's care site.
- ➔ After provisioning, submit the claims to TriWest's claims processor, WPS Military and Veterans Health (WPS MVH). This is only for urgent or emergent DME. TriWest will reimburse the provider according to contract or agreement.
- ➔ Failure to plan or coordinate DME needs in advance of a scheduled procedure does not constitute an urgent or emergent need.