

[COMPANY NAME]
Policy & Form Cross-Reference Cover Sheet

Form Title	Medicare DMEPOS Supplier Standards
Our Policy #	2.4
Our Policy Name	DMEPOS Supplier Standards Distribution
ACHC DRX Reference	DRX2-2C
CMS Standard Reference	CMS-approved alternate disclosure statement for Supplier Standard 16
Accrediting Organization	[ACCREDITING ORGANIZATION]

[COMPANY NAME]
MEDICARE DMEPOS SUPPLIER STANDARDS

As a Medicare-enrolled Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) supplier, [COMPANY NAME] must meet Medicare's DMEPOS Supplier Standards. A summary of your rights under these standards is below.

You have the right to be informed that:

- You may rent or purchase inexpensive or routinely purchased equipment, and you have a purchase option for capped rental equipment
- We will notify you of warranty coverage and honor all warranties under applicable law
- We are responsible for delivery and instructing you on the use of Medicare-covered items, and we maintain proof of delivery
- We will answer your questions and respond to your complaints, and maintain documentation of these contacts
- We accept returns of substandard or unsuitable items
- We are accredited by a CMS-approved accrediting organization (ACHC) for the products and services we provide
- We maintain a complaint resolution process, and records of complaints are kept at our physical facility

The full text of the DMEPOS Supplier Standards can be found at: www.cms.gov (search "DMEPOS Supplier Standards"). Upon request, we will furnish you with a written copy of the full standards — just call or email us using the information below.

Contact us: [CUSTOMER SERVICE PHONE NUMBER] | office@suppliesbyaplus.com