

# **MEDICARE SUPPLIER STANDARDS**

1. A supplier will fill orders from its own inventory or inventory of other Companies with which it has contracts to fill such orders; or fabricates Or fits items for sale from supplies it buys under a contract
2. A supplier is responsible to oversee delivery of items that the supplier Ordered for the beneficiary. The supplier is also responsible to assure Delivery of large items to the beneficiary.
3. A supplier honors all warranties, express or implied, under applicable State law.
4. A supplier will answer questions or complaints a beneficiary has about an item or use of an item that is sold or rented to the beneficiary. If the beneficiary has questions about Medicare, the supplier will refer the beneficiary to the appropriate carrier.
5. A supplier maintains and repairs directly, or through a service contract Another company, items it rents to a beneficiary.
6. A supplier accepts returns of substandard (less than full quality for a Particular item) or unsuitable items (inappropriate for the beneficiary at the time it was fitted and/or sold) from the beneficiary.
7. A supplier discloses consumer information to each Medicare customer. This consists of a copy of these supplier standards to which it must conform.
8. A supplier complies with the disclosure provisions in Title XI of the Social Security Act, section 1124A(a).
9. A supplier must comply with all State and Federal licensure and regulatory requirements.
10. A supplier must maintain a physical facility on an appropriate site.
11. A supplier must have proof of appropriate liability insurance.

***NOTE: If you do not know which Regional Carrier to call, please ask the supplier where your claims are billed.***

*Med Supplier Standards ver 1 Riverside Prosthetic*