



## Accreditation: Why it should be required

### *The benefits of accreditation for Medicare Beneficiaries, CMS, and DMEPOS Suppliers*

The SCOOTER Store Inc., the nation's largest supplier of power wheelchairs, recommends that CMS require that all durable medical equipment, prosthetics, orthotics and supplies (DMEPOS) suppliers providing equipment to Medicare beneficiaries be accredited by an independent accreditation commission. This requirement would provide numerous benefits for Medicare beneficiaries, CMS, and DMEPOS Suppliers.

#### **Benefits for Medicare Beneficiaries:**

- Accreditation provides assurance that the supplier is committed to providing quality healthcare.
- Accreditation provides confidence that a supplier has been reviewed by an independent accrediting commission.
- Customer Satisfaction Surveys required by accredited suppliers provide opportunities for improvement in their business processes.

#### **Benefits for CMS:**

- Accreditation ensures that the supplier has met a unified set of standards for operations.
- Accreditation is a demonstration of the organization's professional leadership and commitment to ethical business operations.
- Accredited status offers objective assurance that the supplier is in compliance with separate standards covering all of its operations, including the 21 Supplier Standards established by CMS.
- Accreditation provides CMS an independent verification of the supplier's compliance with all federal requirements.
- The accreditation process includes a review of the supplier's policies and procedures and compliance with those policies and procedures during an initial on-site visit.
- Accreditation commissions reserve the right to make announced or unannounced on-site visits at any time during the accreditation cycle.
- An accreditation requirement will greatly reduce, if not eliminate, fraudulent suppliers.

#### **Benefits for DMEPOS Suppliers:**

- Accreditation provides the supplier with external validation of their commitment to providing quality healthcare.
- Accreditation requirements involve quality improvement programs that will improve business processes.
- Provide suppliers with a high quality standard set of business practices/guidelines that will ensure they are delivering appropriate service levels.

We believe an accreditation requirement will provide improved quality of care for beneficiaries and ensure that only the highest quality and highest integrity suppliers will participate in the industry. There are national accreditation commissions that offer DMEPOS suppliers accreditation, such as the Accreditation Commission for Health Care, Inc. (ACHC), the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and Community Health Accreditation Program (CHAP). These accreditation commissions offer programs for suppliers of all sizes, as long as they are committed to providing the required levels of service. This requirement for accreditation would do more to eliminate fraud from the DMEPOS industry than many of the previous steps taken by CMS. It would also require an independent, non-profit organization to review and approve the quality of service, policy and procedures, and compliance with federal guidelines of all suppliers submitting claims to CMS for DMEPOS. In fact, accreditation is already required by most managed care organizations as a condition of contract.