

National Association of Boards of Pharmacy® (NABP®)
DMEPOS Pharmacy Accreditation Program
Policy and Procedure Assessment Summary

The centers for Medicare and Medicaid Services (CMS) mandates that certain suppliers of durable medical equipment, prosthetics, orthotics, and supplies (DMEPOS) must achieve accreditation to obtain or maintain Medicare Part B billing privileges. NABP's DMEPOS Pharmacy Accreditation is a one-year accreditation that is best suited for pharmacies providing DMEPOS products and services and needing to meet CMS program standards to serve Medicare Part B beneficiaries.

This document is a summary of the DMEPOS Pharmacy Accreditation program policies and procedures (P&Ps) required for an applicant seeking NABP DMEPOS Pharmacy Accreditation.

DMEPOS PHARMACY (DME) ACCREDITATION PROGRAM P&PS		
DME. A	General Requirements	P&P topics include: • Facility/PIC licensure • Business Model/Scope of Services • Compliance Program • Fiscal Management/Financial Records • Medicare Part B Billing • Benefits Investigation • Co-Payment Collection
DME. B	Facility	P&P topics include: • Physical Location/Security • Facility Requirements/Housekeeping • Temperature Monitoring • Licensure Display
DME. C	Personnel	P&P topics include: • Organizational Structure • Human Resources Management • Job Descriptions • Screening and Pre-Hire Processes • Orientation and Ongoing Training • Licensure Verification
DME. D	Compliance	P&P topics include: • Federal Anti-Kickback Statutes
DME. E	Drug/Device Procurement	P&P topics include: • Vendor Qualification

DME. F	Prescription Order Processing	P&P topics include: • Information Systems/Electronic Records • Record Keeping • Patient Records/Profiles • Equipment Records • Prescription Intake • Right to Rent or Purchase • New Prescription and Refill processes/SWO • Drug Utilization Review • Final Verifications • Proof of Delivery/Patient Receipt • Medically Accepted Indication
DME. G	Patient Management	P&P topics include: • Hours of Operation/Patient After-Hours Access • Intake/Welcome Packet Requirements • Patient Education/Training • Written/Oral Instructions • Process for when supplier cannot/will not provide equipment • Prescriber Consultation/Care Coordination • Complaint Handling
DME. H	Quality Improvement/Quality Management Program	P&P topics include: • Performance Improvement Measurements • Patient and Employee Feedback/Satisfaction Surveys • Staff and Beneficiary Safety Training • Incident Investigation • Inventory Management • Product Authenticity Identification and Segregation Processes • Drug/Device Recalls • Performance Measurements • Quality Improvement Staff Communication • Disaster Recovery/Business Continuity

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