

Prescriber Documentation Guide for DMEPOS Orders

The key documentation requirements outlined in **CMS Article A55426: Standard Documentation Requirements for All Claims Submitted to DME MACs** are summarized here. These are high-level guidelines. Prescribers must also consult the applicable Local Coverage Determinations (LCDs) and National Coverage Determinations (NCDs) for the specific equipment or supplies being ordered.

Requirement

Details

Face-to-Face Encounter

- Must occur within 6 months prior to the order date (where applicable).
- Must document the medical necessity for the specific item(s).

Standard Written Order (SWO)

- Must be completed and received by Synapse Health prior to billing.
- Must include:
 - Beneficiary's name
 - Date of the order
 - Item description:
 - General description (e.g., wheelchair), a HCPCS code, a HCPCS code narrative, or a brand name/model number.
 - For equipment, the SWO may include all concurrently ordered options, accessories, or additional features that are separately billed or require an upgraded code.
 - For supplies, the DMEPOS order/prescription may include all concurrently ordered supplies that are separately billed.
 - Quantity (if applicable)
 - Prescriber's name and/or NPI and signature

Medical Records

- Must support the medical necessity of the item(s).
- Should describe the beneficiary's condition and how the item will be used.
- Must demonstrate that the item is reasonable and necessary for treatment.
- Must include any additional documentation requirements specific to the applicable LCD/NCD or health plan guideline.

Signature Requirements

- All documentation must be signed and dated by the treating practitioner.
- Electronic signatures must comply with CMS standards.

Common Pitfalls to Avoid

- Missing or vague clinical rationale
- Incomplete or missing elements in the order
- Lack of prescriber signature or date
- No documentation of a face-to-face encounter

Best Practices

- Use EMR templates to ensure all required elements are captured
- Coordinate with DME suppliers to align documentation with billing/qualification requirements
- Maintain accessible, organized records to be audit-ready
- Complete documentation confirming continued needs in required timeframe for resupply

The Connect Portal: A Smarter Way to Prescribe DME



CONNECT

The Connect Portal by Synapse Health is a modern, intuitive platform that transforms how prescribers manage Durable Medical Equipment (DME) orders. Designed with clinical efficiency and compliance in mind, it eliminates the friction of traditional workflows—no more faxes, phone calls, or paperwork delays.

Why Prescribers Love It

- Streamlined Ordering: Submit, review, and sign orders digitally in one place.
- Real-Time Visibility: Track order status and delivery updates instantly.
- Built-In Compliance: Automatically aligns with CMS documentation requirements.
- Secure & Simple Access: Multi-factor authentication ensures HIPAA-compliant digital signatures.

How It Works:

1. Register at connect.synapsehealth.com by selecting 'Staff Member,' enter your facility location, NPI, and follow the steps.
2. Receive Notifications via email and text when an order is ready for review.
3. Review & sign the SWO, F2F, and supporting documentation with just a few clicks.
4. Communicate directly with Synapse through built-in messaging for clarifications or updates.

For help with the Connect Portal registration and use, email outpatientsuccess@synapsehealth.com or sign up for an onboarding session by scanning the QR code:



Synapse Health Outreach

Synapse Health may conduct outreach to obtain additional information, discuss alternate treatment options based on patient need and qualification, or request clarification. This outreach is aimed at ensuring the best possible care and treatment for patients, and to ensure all documentation and requirements are thoroughly met.

Resources

- Medicare Coverage Database: [MCD Search](#)
- [How to use the MCD](#)
- CMS Article A55426: [Article - Standard Documentation Requirements for All Claims Submitted to DME MACs](#)
- [Clinical Resource Letters](#)
- [Required Face-to-Face Encounter and Written Order Prior to Delivery List](#)