



TO: Medical Equipment, Devices and Supplies (MEDS) Providers

RE: Web Portal Claim History Inquiry

The purpose of this bulletin is to notify Medical Equipment, Devices and Supplies (MEDS) providers of the new Web portal claim history inquiry feature for procedures in the rent to purchase category. The claim history for procedures subject to the rent to purchase criteria allows providers to verify if a product is being rented or purchased by another provider. As a reminder, the final purchase price of any item in the rent to purchase category is reduced by the cost of all rentals made in the previous 365 days from the date of the purchase.

To access this new tool, log into the secure Web portal, click on “Claims” and then click on “Claim History for Specific Services” and select “DME – Rent to Purchase” from the Inquiry Type dropdown box. (See Example 1)

You must enter the client ID, inquiry type and date of service. For the date of service, enter the date you will be performing the service. Additionally, a specific procedure code may be entered to narrow down results but it is not mandatory to complete the search. To obtain results once the criteria has been entered, click “Search”. (See Example 2)

Please note that future dates can be entered. However, providers are reminded that they must verify the client’s eligibility at the time the service is performed as eligibility can change. The search results will return the previous 365 days of rental history of the client based on the date of service entered.

Example 1

Example 2

Benefit History									
Date of Service	Procedure	Modifiers	Diagnosis	Provider Name	Phone	Paid Date	ICN	Detail Number	Units Allowed
08/30/2016	E0250 - Hosp bed fixed ht w/ mattress	NU	-					1	1
11/20/2015	E0605 - Vaporizer room type	NU	-					1	1



Questions? Need assistance? Call the Provider Assistance Center Mon. – Fri. 8:00 a.m. – 5:00 p.m. Toll free 1-800-842-8440 or write to Hewlett Packard Enterprise, PO Box 2991, Hartford, CT 06104 Program information is available at www.ctdssmap.com