A CELERIAN GROUP COMPANY

WRITTEN ORDER PRIOR TO DELIVERY AND FACE-TO-FACE ENCOUNTER
Revised April 2026

We IMPACT lives.

Dear Physician,

The Centers for Medicare & Medicaid Services (CMS) may select certain items of Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS) that are subject to face-to-face encounter and written order prior to delivery (WOPD) requirements.

Power mobility devices (PMDs) require a face-to-face encounter and WOPD by statute. CMS has selected the below additional DMEPOS items, as requiring a face-to-face encounter and WOPD.

- Osteogenesis stimulators coded E0747, E0748, and E0760
- Hospital beds coded E0290, E0301, and E0304
- Orthoses coded L0631, L0635, L0636, L0637, L0638, L0639, L0640, L0648, L0650, L0651, L1832, L1843, L1845, L1851, L1852, L1932, L1940, L1951, L1960, L1970, L2005, L2036, and L3960
- Oxygen and oxygen equipment coded E0424, E0431, E0433, E0434, E0439, E1390, E1391, and E1392

As a condition of payment, CMS regulation requires that a treating practitioner have a face-to-face encounter with a beneficiary within the six (6) months prior to prescribing the items described above. The face-to-face encounter may also be conducted via a Medicare-approved method of telehealth. Note: The 6-month timing requirement does not replace any other CMS policies.

The encounter must be used to gather subjective and objective information associated with diagnosing, treating, or managing a clinical condition for which the DMEPOS is being prescribed. The face-to-face encounter must be documented in the pertinent portion of the medical record (for example, history, physical examination, diagnostic tests, summary of findings, progress notes, treatment plans or other sources of information that may be appropriate). The supporting documentation must include subjective and objective, beneficiary-specific information used for diagnosing, treating, or managing a clinical condition for which the DMEPOS is ordered.

Once the face-to-face encounter is complete, you should complete the order for the item(s) and provide it to the DME supplier. Since the DME supplier must be in possession of a written order for the items listed above before the DMEPOS can be dispensed and the item billed to Medicare, your cooperation and prompt completion of the order assists the DME supplier in the care of your patient.

For additional information on face-to-face and written order prior to delivery requirements, see CMS' Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS) Order and Face-to-Face Encounter Requirements webpage (https://www.cms.gov/Research-Statistics-Data-and-Systems/Monitoring-Programs/Medicare-FFS-Compliance-Programs/Medical-Review/FacetoFaceEncounterRequirementforCertainDurableMedicalEquipment).

Participation in this process and cooperation with the supplier will allow your patient to receive the necessary equipment. We appreciate all your efforts in providing quality services to your Medicare patients.

Sincerely,

Smitha M. Ballyamanda MD, CAQSM
Medical Director, DME MAC, Jurisdiction A
Noridian Healthcare Solutions, LLC

Robert D. Hoover, Jr., MD, MPH, FACP
Medical Director, DME MAC, Jurisdiction C
CGS Administrators, LLC

Sunil V. Lalla, MD, FACS, CPC
Medical Director, DME MAC, Jurisdiction B
CGS Administrators, LLC

Angela S. Jenny, DO, DABFM
Medical Director, DME MAC, Jurisdiction D
Noridian Healthcare Solutions, LLC

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