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DME MAC Collaboration Unifies Processes for National Consistency

The entire DME landscape has changed significantly since implementation of the Medicare Modernization Act (MMA) of 2003. Over the past 14 years, “regions” have been replaced with jurisdictions and the number of contractors providing services to those jurisdictions has been streamlined to only two Durable Medical Equipment Medicare Administrative Contractors (DME MAC): Noridian Healthcare Solutions, LLC (Noridian) jurisdiction A and D DME MAC in Fargo, North Dakota and CGS Administrators, LLC (CGS) jurisdictions B and C DME MAC, Nashville, Tennessee. Together, CGS and Noridian provide Medicare claims processing, customer service, education, and a variety of operational services for all suppliers in the United States and U.S. territories.

With two contractors responsible for the national Medicare supplier workload, the need to collaborate and unilaterally identify and implement operational and process consistencies was critical. This article provides you with information on how the Program Managers and their operational leadership for all four DME MAC jurisdictions, work together to unify processes and that impact DME suppliers and their customers.

Noridian and CGS Program Managers oversee a variety of operational, collaborative workgroups that meet monthly to discuss opportunities for national DME MAC process improvements. Those discussions become action plans which are then implemented across all four DME MAC jurisdictions. Program Managers coordinate directly with CMS. This insures that collaborative improvements align with, and are approved by, the Centers for Medicare and Medicaid Services (CMS).

The Program Managers publish periodic articles to showcase process improvements; you will recognize these articles by the title **A DME MAC Program Manager Update**.

So, who are the DME MAC jurisdiction Program Managers?



Julie Dallmann
JA Project Manager – Noridian
*21 years of
Medicare Experience*



Roc Via
JB Project Manager – CGS
*20 years of
Medicare Experience*



Melissa Kirchenbauer
JC Project Manager – CGS
*25 years of
Medicare Experience*



Becky Kuznia
JD Project Manager – Noridian
*18 years of
Medicare Experience*

