

Emergency & Disaster Fact Sheet

The Centers for Medicare & Medicaid Services (CMS) would like to share some reminders and information to assist suppliers in the event of an emergency or disaster.

CMS Resources

CMS provides information and resources for [Emergency Response and Recovery](#), including a [beneficiary fact sheet](#) and information on [waivers](#) to certain Medicare requirements under Section 1135 of the Social Security Act. For any updates to specific disasters, follow the link to the [Current Emergencies](#) webpage.

Contingency Planning

The Durable Medical Equipment, Prosthetics, Orthotics, and Supplies ([DMEPOS](#)) [Quality Standards](#) require a contingency plan that enables suppliers to respond to emergencies and disasters or to establish arrangements with alternative suppliers in the event that the supplier cannot service its own customers as the result of an emergency or disaster. DMEPOS suppliers should review their plans to ensure they are current, all contact information is up to date, and discuss the plan with staff.

Replacement of DMEPOS

In all cases for which Medicare payment for replacing a DMEPOS item is available to beneficiaries residing in a competitive bidding area, the replacement item must be furnished by a contract supplier. CMS has standard policies in place to process emergency or disaster claims according to CMS regulations in the [Medicare Claims Processing Manual](#). For specific billing information during an emergency or disaster, please see the [Emergency Q&As Without an 1135 Waiver](#). Suppliers impacted by a disaster may also contact their regional Durable Medical Equipment (DME) Medicare Administrative Contractor, listed below, for additional information or guidance.

[Jurisdiction A](#) - 866-419-9458
[Jurisdiction B](#) - 866-590-6727
[Jurisdiction C](#) - 866-270-4909
[Jurisdiction D](#) - 877-320-0309

CBIC Coordination

In certain circumstances, such as an emergency or disaster, the Competitive Bidding Implementation Contractor (CBIC) will contact contract suppliers to assess their operational status. This information is vital to determine the effects to suppliers in the region and potential impacts to Medicare beneficiaries. The CBIC utilizes its liaisons to conduct this outreach. Contract suppliers seeking additional information should call the CBIC customer service center at 877-577-5331. The CBIC customer service center is available between 9 a.m. and 5:30 p.m. prevailing Eastern Time, Monday through Friday.

