



■ There is no one-size-fits-all solution, but the right products, services are a place to start, says Invacare's Carl Will. **See page 13.**



■ **Product Focus:** This month we feature bath safety items like the Otter Bath Chair from Wenzelite Re/hab Supplies, as well as grab bars, transfer benches and more. **See pages 28-29.**



■ Many HME providers say their total net revenues for 2012 did not meet expectations. How much of a revenue increase or decrease are providers reporting? **See results on page 34.**

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HME News

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- No more carte blanche for auditors? **PAGE 6**
- MAMES creates home mods committee. **PAGE 11**

SMART TALK

- This month, our columnists tackle company assessments, ACOs, data analysis and accrediting organizations. **PAGE 16-17**

EXCELLENCE



Best Home Respiratory Provider. **PAGE 12**

- Take care of all patients, whether you get paid or not, says Mike Marnhout, CEO of Bluegrass Oxygen in Lexington, Ky. Bluegrass was named the 2012

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- POCs move closer to mainstream. **PAGE 31**

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Shiny rims ready to roll

ATG Rehab joined Connecticut Children's Medical Center to host the second Wheelchair Wash and Service Check Sept. 29 at ATG's Rocky Hill, Conn. headquarters. Young wheelchair users enjoyed crafts and face painting while their wheelchairs were cleaned and serviced. Pictured here, Connecticut Children's volunteer Ryan Pogemiller and physical therapists Cathy McManus and Kelly Pogemiller give a client's wheelchair a thorough cleaning before inspection.

HURRICANE SANDY Providers persevere

BY ELIZABETH DEPREY, Associate Editor

NEW YORK — In the weeks after Hurricane Sandy, HME providers and their patients in the hardest-hit areas kept busy dealing with the fallout.

When Sandy struck the New Jersey coast Oct. 29, it cut power to millions of East Coast residents and caused massive flooding.

"You can't even imagine the situation," said Carol Napier-ski, executive director of the New York Medical Equipment Providers Association. "Power lines are down in the streets and

SANDY SEE PAGE 21



PROVIDERS LIKE METROSTAR also spearheaded relief efforts for those affected by the storm. **See story page 19.**

MPP: Time to 'rattle cages'

BY LIZ BEAULIEU, Editor

WASHINGTON — The elections may not have gone the way some HME stakeholders wanted, but there's a silver lining for a bill to replace competitive bidding with a market-pricing program (MPP).

With the same president, as well as the same control of the House of Representatives and Senate, stakeholders believed more would get done in the lame duck session, increasing the chances of a vehicle for H.R. 6490.

"If President Obama hadn't gotten re-elected, no one would have negotiated with him, because he would hold

no weight," said Cara Bachenheimer, senior vice president of government relations for Invacare. "This is the best dynamic for a package happening before the end of the year for us to get MPP attached and passed into law."



John Gallagher

Possible packages include bills to address the so-called "fiscal cliff"—tax increases and spending cuts that are due to go into effect Jan. 1—and the doc fix.

Now that the elections are over, stakeholders have only

ELECTIONS SEE PAGE 8

CPAP compliance

Private pay ups ante

BY THERESA FLAHERTY, Managing Editor

A NEW SLEEP management program aimed at improving patient compliance for Anthem Blue Cross Blue Shield members could mean more paperwork for providers.

Two key facets to the program: Providers must submit prior authorizations for all sleep therapy-related equipment and sup-

plies and renew them annually; and providers must document patient compliance quarterly for the first year, and then annually thereafter.

"We are trying to make sure that patients stay engaged over the long term in their treatment and don't fall out of participation," said Mike Backus, senior vice president of product strategy at AIM Specialty Health, an affiliate

PRIVATE PAY SEE PAGE 27

Professionalism, meet new certification

BY LIZ BEAULIEU, Editor

OWINGS MILLS, Md. — Board of Certification/Accreditation, International, a Medicare-approved accreditation organization, will add a DME certification to its stable of offerings in

January.

The Certified Durable Medical Equipment Specialist (CDME) will join BOC's existing certifications for orthotic and mastectomy fitters, orthotists, prosthetists and pedorthists.

"We did a soft launch at Medtrade," said Claudia Zacharias, president and CEO. "Folks seem eager to embrace new certification, seeing it as a way to demonstrate their professionalism and move the

CDME SEE PAGE 32