

**State of Vermont**

**Department of Vermont Health Access**  
208 State Drive NOB 1 South  
Waterbury VT 05671  
[dvha.vermont.gov](http://dvha.vermont.gov)

[Phone] 802-879-5900  
[Fax] 802-879-5919

*Agency of Human Services*

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## DVHA'S RESPONSE TO THE DECISION MADE BY KEENE MEDICAL PRODUCTS TO LIMIT SERVICE TO VERMONT MEDICAID PROVIDERS AND BENEFICIARIES

### **When did Keene Medical Products decide to rollback its service to Vermont Medicaid?**

On April 30, 2018, Keene Medical Products informed the Department of Vermont Health Access (DVHA) that they will only provide a limited set of products to Vermont Medicaid beneficiaries. DVHA is aware of the situation and committed to making sure that its beneficiaries get the right equipment and care at the right time.

### **Why is this happening now?**

On January 1, 2018, DVHA aligned its Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) fee schedule with recent changes in federal law set forth in the 21<sup>st</sup> Century Cures Act. DVHA consulted with The Home Medical Equipment and Services Association of New England (HOMES), a regional trade association for medical equipment providers, prior to enacting this fee schedule. DVHA continues to meet with HOMES and its members regularly to monitor the implementation of the fee schedule and address challenges as they arise.

### **What should Medicaid beneficiaries and providers do if they need Durable Medical Equipment?**

DVHA has 102 Enrolled DME providers within Vermont, New Hampshire, New York and Massachusetts, including 55 in Vermont. Beneficiaries and providers should seek to use a different Durable Medical Equipment (DME) provider than Keene Medical Products.

### **How do members and providers connect with another DME Provider?**

The DVHA team is here to help. The DVHA Provider and Member Relations Team can connect you with DME providers. Please contact the PMR team at (802) 871-3187 or [Suellen.Bottiggi@vermont.gov](mailto:Suellen.Bottiggi@vermont.gov).

