



HealthSystems
OF MISSISSIPPI

HSM Enhances Communication to DME Providers

Beginning Tuesday, January 16, 2007, DME providers will receive written notification of requests for additional administrative information. This letter will communicate to providers the information necessary to begin certification. DME providers will continue to receive verbal notice, requesting the missing administrative information, in addition, providers will also receive a letter (*Request for Additional Information*), via fax or mail.

Also effective January 16, 2007, HSM will not mail back paperwork submitted to HSM for certification when the request for certification cannot be processed. Instead, HSM has developed new provider notification letters. When requested additional administrative information is not received in the allotted timeframe, the provider will receive written notice that the review is suspended (*Review Suspended*). If for any reason certification cannot be performed, providers will receive a letter (*Review Not Performed*), which will describe the specific reason that review could not be performed.

If you have questions, please call the HSM Help-line for assistance Monday through Friday 8:00 a.m. to 5:00 p.m. at (866) 740-2221. If you are in the Jackson metropolitan area, please call the HSM Help-line at (601) 360-4949.