MEDICAL POLICY STATEMENT
Wisconsin Marketplace

Policy Name & Number	Date Effective
Durable Medical Equipment Repairs-WI MP-MM-1625	11/01/2026
Policy Type	
MEDICAL	

Medical Policy Statements are developed from a review of the available evidence-based, clinical information based on and supported by clinical guidelines from medical specialties, peer-reviewed medical and scientific studies, nationally recognized utilization and technology assessment guidelines, and other medical management industry standards to aid in determining the medical necessity of a service. Medically necessary services are defined in the plan-specific Evidence of Coverage, Member Handbooks, Provider Manuals, Medical Policy Statements, and/or other plan policies and procedures.

Medical Policy Statements do not guarantee an authorization or payment of services. Please refer to the plan contract (e.g., Evidence of Coverage, Member Handbook) for the service(s) referenced in the Medical Policy Statement. Except as otherwise required by law, if there is a conflict between the Medical Policy Statement and the plan contract and/or provider agreement, then the plan contract and/or provider agreement will be the controlling document. Reasonable discretion may be used in interpreting and applying this Policy Statement to services provided in a particular case, and the policy may be modified at any time. Medical Policy Statements may be superseded by federal and state laws and regulations, as applicable. In the case of a discrepancy between the Policy Statement's effective date and any applicable legal or regulatory requirement, the law or regulation will govern.

Coverage for mental health and substance use disorder (MH/SUD) benefits are provided at the same level as coverage for medical and surgical (M/S) benefits, as required by the Mental Health Parity and Addiction Equity Act (MHPAEA). MH/SUD benefits are not subject to limits or requirements that are more restrictive than those that apply to M/S benefits.

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A. Subject

Durable Medical Equipment Repairs

B. Background

Durable medical equipment (DME) is equipment that serves a medical purpose, helps complete activities of daily living (ADLS), can withstand repeated use and is primarily used in the home. DME includes items, such as wheelchairs, hospital beds, continuous positive airway pressure (CPAP), walkers, oxygen tanks, etc. DME is dispensed when medical necessity is established to meet the needs of the member's medical condition.

DME is likely to last 3 years or more but may require maintenance, service, or repair periodically. When service is required, the DME provider may request authorization to perform the required maintenance, service, or repair to restore the DME item to working order.

C. Definitions

- **Durable Medical Equipment (DME)** – Equipment that can stand repeated use, is primarily and customarily used to serve a medical purpose, is not useful to a person in the absence of illness or injury, is appropriate for use in the home.
- **Healthcare Common Procedure Coding System (HCPCS)** – A numeric and alphanumeric code set maintained and distributed by The Centers for Medicare & Medicaid Services (CMS) for the uniform designation of certain medical procedures and related services.
- **Repair** – The repairs, including the replacement of essential accessories, such as hoses, tubes, mouth pieces, etc., for necessary DME are covered when necessary to make the item/device serviceable.
- **Replacement** – Replacement of DME is for the same or similar type of equipment which is beyond its reasonable useful life span and has become irreparable.

D. Policy

I. Prior authorization is required for all DME repairs. If the DME item was not originally approved by CareSource, medical necessity must be established before any repair is authorized.

II. Providers must include the following:
   A. specification of the item, including manufacturer, model, and serial number, if applicable
   B. date on which the item was originally purchased or dispensed or if the date is not known, the approximate age of the item
   C. any warranty period and the type of warranty (manufacturer or dealer)
   D. a full description of the wear, damage, or malfunction
   E. a full description of the repair
   F. a description, with dates of previous repairs (both major and minor)
   G. a complete itemization of parts
   H. an estimate of labor time needed billed with K0739 for 15-minute increments (eg, 4 units = 60 minutes of labor)

III. During the medical necessity review
   A. Providers should advise CareSource when, in their professional opinion, replacement of an item would be more cost-effective than repair.
   B. CareSource may consider whether the purchase of a new piece of equipment may be more cost-effective than continued repair.
   C. Multiple repairs requested within a short time span may suggest deliberate or malicious damage or destruction. In these cases, repair may be denied.

IV. No separate payment will be made for the following items or services:
   A. temporary replacement ("loaner") equipment provided while a member's own equipment is being repaired
   B. repair of a duplicate or conflicting item currently in the member's possession (eg, old wheelchair requesting to be repaired when member is in possession of a new wheelchair).
   C. repair of an item that is no longer deemed to be medically necessary
   D. repair for equipment during rental period. Repairs must be performed by the DME provider during rental period.

IV. CareSource considers a replacement part as a new equipment purchase, and modifier NU should be used instead of modifier RB.

E. Conditions of Coverage
NA

F. Related Policies/Rules
NA

G. Review/Revision History

	DATE	ACTION
Date Issued	09/11/2024	New policy. Approved at Committee.
Date Revised	08/13/2025	Annual review. Updated D. IV. for greater clarification and references. Approved at Committee.
	07/29/2026	Periodic review. Updated references. Approved at Committee.
Date Effective	11/01/2026	
Date Archived		

H. References
1. Definitions, 42 U.S.C. § 1395x (2026).
2. Repairs, maintenance, replacement, and delivery. *Medicare Benefit Policy Manual, XV: Covered Medical and Other Health Services*. Centers for Medicare and Medicaid Services; 2026:110.2. Accessed July 2, 2026. www.cms.gov