



State of Arkansas
Durable Medical Equipment (DME) Returns and
Reimbursements

Purpose of this communication:

- To remind DME providers in Arkansas of their obligation to comply with [House Bill 1964](#), which allows patients to return and receive reimbursement for certain purchased DME within thirty (30) days of the purchase.

What do I need to know?

- Per your provider agreement with CareCentrix, you are required to comply with all applicable laws.
- Under House Bill 1964, Arkansas patients who purchase certain DME items have the right to return the DME item within 30 days of the purchase, for any reason, provided that the patient has notified the DME provider in writing or by phone.
- House Bill 1964 is limited to DME items that require a referral or prescription from a physician or nurse practitioner.
- Under House Bill 1964, the patient must return the DME item to the provider upon request and at the expense of the provider within a reasonable period of time after notification of the return. However, the DME provider must not deny reimbursement to the patient for the DME item because the DME has not yet been returned.

What do I need to do?

- Providers must establish procedures to process patient requests to return DME purchases and refunds for such purchases as required under House Bill 1964.
- All CareCentrix Arkansas DME providers must complete the [CareCentrix Equipment Returns Form](#) if a patient returns DME. Please complete all fields on the CareCentrix Equipment Returns Form and return the completed form immediately upon the receipt of the returned DME. The completed form can be emailed to DMEReturns@carecentrix.com.

Thank you in advance for your cooperation and continued partnership. If you have any questions, please reach out to your Network Management representative.