



ITASCA MEDICAL CARE (IMCare)
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PROVIDER UPDATE

April 2020
#2020-13

To: IMCare Providers
From: Sarah Duell, IMCare Director
Date: April 22, 2020
RE: Changes in documentation requirements due to COVID-19

Effective Apr. 20, 2020, a signature from the member or authorized representative is not required for proof of delivery for durable medical equipment and supplies. The remainder of the proof of delivery policy covered under the Equipment and Supplies section of the Provider Manual remains in effect. Providers are required to maintain documentation that the equipment or supply was successfully delivered to the member.

Effective Apr. 20, 2020, Nonemergency Medical Transportation providers are not required to obtain a signature from the member or authorized party to certify the transport occurred. All other documentation requirements continue to apply and providers are required to ensure appropriate documentation that substantiates the delivery of the transport.

IMCare has the authority to conduct a post-payment review of files.

This change supports the need for social distancing during the pandemic.