



February 2020

Prior Authorization for Certain Types of Pressure-Reducing Support Surfaces

Medicare requires you to get approval first (also known as “prior authorization”) for certain types of pressure-reducing support surfaces, like certain types of mattresses. Your Medicare coverage and benefits won’t change, and you shouldn’t experience delays getting the items you need.

What happens if I need prior authorization?

Your durable medical equipment (DME) supplier will send a prior authorization request and required documents to Medicare for approval before delivering a pressure-reducing support surface for use in your home. Medicare will review the information to make sure you’re eligible and meet all requirements for the item.

Pressure-reducing support surfaces that require prior authorization

These 5 types of pressure-reducing support surfaces require “prior authorization” before Medicare will pay for them.

Pressure-reducing support surfaces		
Model	Group	Type
E0193	2	Powered air flotation bed (low air loss therapy)
E0277	2	Powered pressure-reducing air mattress
E0371	2	Non-powered advanced pressure-reducing overlay for mattress, standard mattress length and width
E0372	2	Powered air overlay for mattress, standard mattress length and width
E0373	2	Non-powered advanced pressure-reducing mattress

How will I know if the prior authorization request is approved?

Medicare will send a decision letter to your DME supplier. You may contact your supplier about the decision and ask for a decision letter, or call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048. Also, your supplier may send you a decision letter.

Why was my request denied?

Your prior authorization request may be denied if:

- Medicare finds you don't medically require a pressure-reducing support surface
- Medicare doesn't get all the information needed to make a decision

If more information is needed, your DME supplier may resubmit your authorization request.

You have the right to get Medicare information in an accessible format, like large print, Braille, or audio. You also have the right to file a complaint if you feel you've been discriminated against. Visit [Medicare.gov/about-us/accessibility-nondiscrimination-notice](https://www.medicare.gov/about-us/accessibility-nondiscrimination-notice), or call 1-800-MEDICARE (1-800-633-4227) for more information. TTY users can call 1-877-486-2048.

Paid for by the Department of Health & Human Services.



CMS Product No. 12067