

**GOVERNMENT OF THE DISTRICT OF COLUMBIA**  
**Department of Health Care Finance**



Office of the Deputy Director

DHCF Transmittal No. 12-18

**TO:** Durable Medical Equipment (DME) Providers  
**FROM:** Linda Elam, Ph.D., M.P.H.  
Deputy Director - Medicaid   
**DATE:** AUG 02 2012  
**SUBJECT:** Emerald Medical Services Closure

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The Department of Health Care Finance (DHCF) was recently notified that DME provider Emerald Medical Services has abruptly closed. Prior to the closure of Emerald Medical Services, DHCF had completed authorizations for customized and non-customized DME and repair requests. Some of the requests were not honored by Emerald Medical Services.

DHCF is seeking the assistance of our DME Providers to complete any outstanding requests originally submitted by Emerald Medical Services. Delmarva will provide a new Prior Authorization (PA) for the service request. In most cases, Delmarva can provide the clinical information. For outstanding requests with a paid claim, DHCF asks that the DME provider submit a paper claim to DHCF.

DHCF is also requesting that DME providers graciously accept new requests of DME and repairs for our DC Medicaid FFS beneficiaries who were formerly served by Emerald Medical Services. DHCF wants to ensure that our beneficiaries receive their medically necessary equipment or repair in a timely manner. Any assistance that our DME providers can give is appreciated.

For any questions about this transmittal, please contact Cavella Bishop, Program Manager, Division of Clinician, Pharmacy, and Acute Provider Services, on (202)724-8936, or via email at [cavella.bishop@dc.gov](mailto:cavella.bishop@dc.gov).