MEDRAXDME / PROVIDER RESOURCE

Braces & supports

Referral preparation checklist

Spinal, knee, ankle, wrist and other orthopedic supports

Secure referral fax
(480) 372-3067

Professional team
(480) 550-8566

Confirm the recipient and referral arrangement before faxing records. Use your organization's privacy procedures. Ordinary email and the website contact form are not for medical records.

01 **Name the exact orthosis**
Identify body region, laterality, model, size and the prescribed configuration. Do not substitute a right-sided product for a left-sided order.

02 **Describe the clinical purpose**
Prepare the treating professional's relevant assessment and intended function. The medical record should support the actual request rather than copy a generic diagnosis statement.

03 **Confirm fitting needs**
Distinguish off-the-shelf, custom-fitted and custom-fabricated products. Identify who will measure, fit and teach use, where applicable.

04 **Check code-specific steps**
Ask the receiving supplier to check the current payer policy and whether the exact item needs a face-to-face visit, prior delivery order or prior authorization.

05 **Coordinate replacement requests**
Explain whether the request concerns a new device, changed condition, fit problem or replacement. Ask which prior equipment information is relevant before sending records.

Coverage checkpoint. Requirements vary by orthosis and payer. The spinal policy below is a reference for TLSO and LSO requests, not a universal rule for all braces.

Preparation aid only. This is not a prescription, signed order, authorization or coverage decision. MedraxDME is out of network; verify enrollment, plan participation and the dispensing arrangement. Follow the current payer requirements.

Official references

CMS spinal orthoses policy
https://www.cms.gov/medicare-coverage-database/view/lcd.aspx?lcdid=33790

CMS DMEPOS order requirements
https://www.cms.gov/data-research/monitoring-programs/medicare-fee-service-compliance-programs/medical-review-and-education/dmepos-order-requirements

General coordination: info@medraxdme.com (no medical records).
Team reviews requests Mon-Fri, 8 AM-noon and 1-5 PM Arizona time (MST).