



How to Use the Detailed Content Outline to Prepare for the Certified DME Specialist™ (CDME™) Multiple Choice Certification Examination

The ***Certified DME Specialist Detailed Content Outline*** is a schedule of the tasks involved and the domains of the work of a CDME. The Detailed Content Outline is derived from a Job Analysis, a careful description of the tasks performed by professionals. A randomized national survey of DME professionals is conducted by BOC every five years to determine what changes, if any, have occurred in the field. From this survey the Detailed Content Outline is updated, and the exam questions are revised.

You will have two hours for completion of this segment, consisting of 100 multiple choice questions and 15 unscored pre-test questions. Each question on the exam is based on this outline. In fact, ***none*** of the BOC certification exams can contain any question, case simulation, or demonstration that cannot be directly linked to a specific item in the relevant Detailed Content Outline. Therefore, to prepare to take the exam, we suggest that you study this Outline and especially consider what the underlying knowledge, skills, and abilities you need to be able to serve your clients.

The format of the exam does not follow this outline in order; rather, questions regarding outline sections are placed randomly throughout the exam. In order to safely dispense a DME product, one may have to perform one or all of the following tasks: intake process, client education, DMEPOS selection, inventory management, billing etc.

A professional must be a complete instrument for client care, providing maximum benefit, not just supplying the DME product. This, then, is the basis for the examination that tests the knowledge, skills, and abilities of a competent professional. It is not sufficient just to deliver the product – your client has to be able to benefit from your service. This will not happen until s/he, for example, knows his/her responsibilities for the product and in general utilize the product provided. This is why each candidate is required to have a significant period of DMEPOS experience to be eligible to take the exam. You will have the fundamentals and then sharpen them during client care practice. As part of the test preparation process, you will want to review this outline. Also, bring your DMEPOS experience into play; it is indispensable.



Durable Medical Equipment Specialist Detailed Content Outline				Total
I. CLIENT/CARE GIVER INTERACTION				40
A. Intake Process				25
1. Obtain or update client information.				
2. Verify prescription meets required elements.				
3. Verify benefits and eligibility.				
4. Discuss financial matter for services/devices.				
5. Obtain supporting medical documentation (e.g., chart notes, discharge summaries, progress notes).				
6. Confirm the client’s medical necessity for the prescribed DMEPOS product (e.g., contact physician for prescription clarification or modification).				
7. Explain required documentation with client/care giver.				
8. Comply with federal, state, and local regulations (e.g., HIPAA, OSHA, DOT, CMS, FDA).				
9. Assure client file is complete and accurate.				
B. Client Education				15
1. Explain purpose/objective of DMEPOS products.				
2. Review client/care giver’s role/responsibilities (e.g., notify supplier when there are changes in use of DMEPOS).				
3. Review DMEPOS product provider’s role/responsibilities.				
4. Provide/obtain required documentation regarding insurance coverage and client education on DMEPOS products.				
II. DMEPOS SELECTION AND DISPENSING/DELIVERY				30
A. DMEPOS Selection				10
1. Discuss DMEPOS product options.				
2. Select appropriate DMEPOS product prescribed.				
B. DMEPOS Dispensing/Delivery				20
1. Ensure DMEPOS meets all CMS standards.				
2. Assess DMEPOS product for contraindications.				
3. Assure safety of end user environment (e.g., proper use, environment, home assessment).				
4. Set-up DMEPOS product according to manufacturers’ guidelines.				
5. Ensure DMEPOS product is working properly.				
6. Instruct client/caregiver on proper use and care of the DMEPOS product.				

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III. Operations Management				30
A. Inventory Management				20
1. Check for DMEPOS product recall notices. 2. Properly store and label DMEPOS products. 3. Sanitize returned DMEPOS products (e.g., according to manufacturer instructions). 4. Perform manufacturers' recommended product maintenance prior to reissue to the client. 5. Assess if DMEPOS product is eligible for return merchandise authorization (RMA), quarantine, or disposal (e.g., inspect to repair/refurbish damaged/broken DMEPOS product). 6. Complete applicable documentation/logs.				
B. Billing				5
1. Evaluate claim for compliance with professional billing standards. 2. Use applicable HCPCS codes with billing modifiers and supporting diagnosis codes. 3. Prevent, identify and report fraud, waste & abuse. 4. Resolve rejections and denials for billing and coding errors in a timely manner.				
C. Compliance with CMS Quality and Supplier Standards				5
1. Administration 2. Financial Management 3. Human Resources Management 4. Performance Management 5. Product Safety 6. Information Management				
TOTALS				100