



## 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 customers.

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: comprehend the relevant patient history, conduct a home assessment, develop a plan of care, etc.

A professional must be a complete instrument for customer 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 customer 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 customer care experience to be eligible to take the exam. You will have the fundamentals and then sharpen them during customer care practice. As part of the test preparation process, you will want to review this outline. Also, bring your customer experience into play; it is indispensable.

## Performance Levels

There are three Performance Levels, or levels of difficulty, for exam questions: Recall (RE), Application (AP), and Analysis/Evaluation (AN).

**RECALL (RE)** questions require only the recognition of specific factual information, which generally does not vary, relative to the situation.

**APPLICATION (AP)** questions require the comprehension, interpretation or manipulation of concepts or data, in which the response or outcome is situationally dependent, but not overly complex (i.e., application of knowledge which varies based on customer and environmental characteristics).

**ANALYSIS/EVALUATION (AN)** questions require integration or synthesis of a variety of concepts or elements to solve a specific problem situation (i.e., evaluating and rendering judgments on complex problems with many situational variables).

Now, examine the Detailed Content Outline. Note the three **bold face numbers on the top right** of the Outline: these indicate the number of questions in each section by performance level. The total number of questions, by performance level is summed at the end of the Content Outline (i.e., 30 RE, 60 AP, 10 AN, total 100 questions). Note the majority of questions (60) are at the Application (AP) level, which is testing your understanding, analysis, and management of concepts or data from a customer in a particular situation. Both AP and AN questions require customer care experience.



Effective Date: 06-17

<b>Durable Medical Equipment Specialist Detailed Content Outline</b>	<b>Cognitive Level</b>			<b>Total</b>
	<b>Recall</b>	<b>Application</b>	<b>Analysis</b>	
<b>I. CLIENT INTERACTION</b>	<b>14</b>	<b>21</b>	<b>0</b>	<b>35</b>
<b>A. Intake Process</b>	6	9	0	15
1. Obtain/review client/care giver information. 2. Interview client/care giver and obtain history. 3. Discuss any related medical treatment(s). 4. Verify prescription (e.g., authenticity, required elements, and prescriptive authority). 5. Verify benefits and eligibility. 6. Discuss financial matters for services/devices with client/care giver. 7. Confirm the client's medical necessity for the prescribed equipment. 8. Explain required documentation with client/care giver. 9. Obtain required documentation and signatures. 10. Comply with federal, state, and local regulations (e.g., HIPAA, OSHA, DOT, CMS, FDA).				
<b>B. Client Education</b>	8	12	0	20
1. Explain purpose/objective of equipment/supplies. 2. Discuss client/care giver's expectations. 3. Review client/care giver's role/responsibilities. 4. Review DME/supply provider's role/responsibilities. 5. Inform client/caregiver on use of DME/supply. 6. Identify the potential hazards of the equipment to the client. 7. Provide/obtain required documentation/signatures to/from client. 8. Assure client understands equipment preventative maintenance. 9. Develop plan of care. 10. Encourage client to discuss any changes in usage.				
<b>II. PRODUCT/SUPPLY SELECTION</b>	<b>7</b>	<b>21</b>	<b>7</b>	<b>35</b>
<b>A. Product/Supply Selection</b>	3	9	3	15
1. Identify contraindications and potential hazards. 2. Contact physician for prescription clarification or modification as needed. 3. Select prescribed equipment per client's physical characteristics. 4. Discuss DME/supply options with client.				

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<b>B. Product Dispensing/Delivery</b>	4	12	4	20
1. Ensure DME/supply facility meets all CMS standards. 2. Ensure delivery truck meets all applicable requirements. 3. Assure safety of end user environment (e.g., home assessment). 4. Set-up according to manufacturers' guidelines. 5. Ensure the equipment is working properly.				
<b>III. Practice Management</b>	<b>9</b>	<b>18</b>	<b>3</b>	<b>30</b>
<b>A. Inventory Management (New, Rental, and Returned)</b>	4	6	0	10
1. Check for equipment/supply recall notices. 2. Store in designated areas (e.g., soiled, cleaned). 3. Sanitize returned equipment. 4. Perform manufacturers' recommended product maintenance. 5. Inspect equipment to refurbish or repair. 6. Assess if equipment is eligible for RMA, quarantine, or disposal. 7. Complete applicable documentation/logs. 8. Label and return equipment to ready inventory.				
<b>B. Equipment Troubleshooting</b>	2	6	2	10
1. Diagnose equipment issue. 2. Assure manufacturers' recommended product maintenance has been performed. 3. Communicate solution for client resolution. 4. Determine if equipment requires replacement or repair. 5. Provide timely resolution. 6. Complete applicable documentation/logs.				
<b>C. Billing</b>	1	3	1	5
1. Assure client file is complete and accurate (e.g., prescription, WPO, POD, documentation). 2. Comply with professional billing standards (e.g., CMS, Insurance). 3. Use applicable HCPCS codes with billing modifiers and supporting diagnosis codes. 4. Prevent, identify and report fraud, waste & abuse. 5. Resolve billing and coding errors.				

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D. Practice Management	2	3	0	5
1. Comply with CMS performance management requirements (i.e., client surveys, compliment/complaint, billing errors, employee feedback). 2. Comply with applicable human resource requirements (e.g., HIPAA and OSHA training, background checks, OIG exclusion, job descriptions).				
<b>TOTALS</b>	<b>30</b>	<b>60</b>	<b>10</b>	<b>100</b>