#### **TOP DENIAL & TAKEBACK REASONS This list is not to be considered comprehensive of all the requirements for dispensing and billing surgical dressings, but to serve as a quick review of the top denial reasons by insurances.**

#### **1- Medical Records Do Not Support That the Surgical Dressings Are Required:** “The Medical Records Received Lack Sufficient Information Concerning the Beneficiary’s Condition to Determine If Medical Necessity Coverage Criteria Were Met.

All wounds, including surgical dehiscences, must have the medical necessity to be debrided AND be debrided to be covered. Wounds must be documented to be ***full thickness***.  
  
**2- Dispensing more than 30 days worth**

The maximum quantity of each surgical dressing type that may be dispensed per wound per 30 days. The MACs require the documentation demonstrates the medical necessity of dispensed surgical dressings be updated monthly if the patient is using the product(s) for more than one month.

The monthly (or weekly) required evaluation should include:

Wound type(s), Wound(s) location, Wound(s) size, Wound(s) drainage quantity, and any other relevant wound status information

**3- Dressing Type does not match level of exudate**  
  
In addition to these general requirements for coverage of all surgical dressings, each surgical dressing type has its own individual coverage requirements. Make sure you’re documentation matches the level of exhudate. For example, collagen dressings are for mild to moderately exhudative wounds, Alginates and foams are for moderately to highly exhudative wounds.   
  
4- **Size of the wound doesn’t match the dispensed products**

Larger wound dressings pay more, but the size of the wound must meet the medical necessity of the dressing dispensed. I.e. using a 6x7in collagen matrix on a 2x2in wound, when there is a 2x2in collagen matrix available.  
  
**4-Frequency Doesnt Add Up**

If you dispense 30 units of collagen for a month’s supply, but your documentation states for the the patient to change the bandage every other day, then youve  
  
**5- Differentiating Primary vs Secondary Dressings**  
  
Its clear Primary Dressings pay more. The majority of the time you can’t dispense two primary dressings (i.e. a collagen Particles and a foam) for a single wound. Proper documentation should differentiate which of the dressings are primary, and which of the dressings are secondary bandaging