

Re-Ordering Supplies? This is what we'll ask you.

1. From the following list of supplies, what do you have remaining from your last shipment?

[We will provide you with a list of the supplies from your last order and you can provide us with your best estimate of what is remaining. We must demonstrate to your insurance company(s) that you have exhausted your supplies.]

2. Have you had, or plan to have, any hospitalization or skilled nursing?

[We cannot provide you with supplies while you are under the care of a hospital or a skilled nursing facility. They must provide you with your supplies.]

3. Have you had, or plan to have, any medical professionals in your home for ANY reason like a nurse or home health agency?

[If you have a medical professional (like a home health agency, nurse, or any other medical professional) providing any services in your home for any amount of time, and they are billing your insurance company for their services, we must know immediately. They are responsible for providing you with your medical supplies. ***We cannot provide you with your supplies for the entire month in which the services were provided, even if the services provided were just a few days or even just a few hours.*** If you have any questions or concerns, please speak with your customer account manager immediately. We can also speak with your Home Health Agency on your behalf, but we must speak with them prior to your services beginning with the Home Health Agency. In-Home Supportive Services, personal care, caregivers, etc., are excluded.]

4. Have there been any changes in your insurance since your last shipment? If yes, please provide us with your new insurance information.

5. Do you have a new doctor or change in doctor since your last shipment? If yes, please provide us with your new doctor's information.

6. When was the last time you met with your physician to discuss your medical supply needs?

- *Medicare and most insurance providers require customers to see their doctors at least once every 12 months to discuss their medical supply needs (every three (3) months for wound care). These visits must include a discussion of your medical supply needs, your associated diagnoses, and frequency of use. If you cannot see or have a telehealth visit with your doctor every 12 months, your order is at risk of being put on hold until you can meet with your physician.*

7. Has your address changed recently (delivery or billing address)?

8. Have you had any UTI's and/or wounds since your last shipment and what are their current statuses?

[We ask this question in an effort to continuously improve health care in collaboration with other stakeholders like Medicare and our accreditation partner, The Joint Commission.]