



Blue Care
Network
of Michigan

What if I need durable medical equipment or diabetic supplies?

Blue Care Network policy for getting equipment or supplies

FYI

FOR YOUR INFORMATION

EDUCATE

ENGAGE

EMPOWER

What is durable medical equipment and how do I get it?

Sometimes, when you're recovering from an operation or illness, your doctor may order special equipment, such as a wheelchair or an oxygen tank. These types of items are called **durable medical equipment**. Your primary care provider or treating specialist will write a prescription for the equipment you need. Our medical equipment vendor, Northwood Inc., will fill it.

What are diabetic supplies and how do I get them?

To locate Northwood providers near you, call:

1-800-667-8496

Monday through Friday

8:30 a.m. to 5 p.m.

Diabetic supplies, used to manage your condition, include insulin pumps, glucose monitors, lancets and test strips. They also include diabetic shoes and inserts. Your doctor will write a prescription for the basic supplies you need.

Northwood Inc. is your provider for all diabetic supplies.

Note: If you use J&B for your diabetic supplies, you can continue to use them, since they are suppliers in the Northwood provider network.





Prior authorization required

Prior authorization is special approval from us for certain health care services. Durable medical equipment and diabetic supplies both require prior authorization before you receive them.

Are there limitations or exclusions for equipment or supplies?

Members with BCN prescription drug benefits may have pharmacy coverage for some glucose monitoring products and supplies. Check your drug list for what's covered. As a pharmacy benefit, these products and supplies can be obtained through a BCN pharmacy as well as through Northwood Inc.

For durable medical equipment or diabetes supplies, we only cover the rental or purchase of basic items you use at home. To get deluxe items or items that don't meet our criteria for medical necessity, you pay the difference between the Northwood price and the amount we pay for the basic item.

Do I pay anything for durable medical equipment and diabetic supplies?

You may have out-of-pocket costs, such as a deductible, copayment or coinsurance, for either the pharmacy or medical benefit. Members with BCN prescription drug benefits may have different out-of-pocket costs when obtaining certain diabetic supplies at a pharmacy. Check your benefit documents for details or call the Customer Service number on the back of your BCN member ID card. TTY users, call 711.

To see your benefit documents, log in to your account at bcbsm.com. Click *My Coverage* in the navigation menu, select *Medical* from the drop-down menu and then click *Plan Documents*.

Northwood Inc. is an independent company that provides durable medical equipment for Blue Care Network of Michigan.

Blue Care Network of Michigan is a nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association.