

# What if I need **durable medical equipment** or **diabetic supplies**?



## What is durable medical equipment?

This equipment refers to such items as a wheelchair, commode or oxygen machine that must be used primarily for medical purposes. In general, durable medical equipment is only covered when appropriate for use in the member's home.

## How do I get durable medical equipment?

Your primary care physician will decide what you need and will write a prescription for the basic equipment or appliances.

Except for diabetic supplies, your durable medical equipment prescriptions will be filled by Northwood Inc. providers. To locate Northwood providers nearest you, call 1-800-667-8496 from 8:30 a.m. to 5 p.m. Monday through Friday.

## What are diabetic supplies?

Diabetic supplies include glucose monitors, lancets and test strips. These items fall into the category of durable medical equipment, which is generally covered as part of your BCN medical benefit.

## How do I get diabetic supplies?

Your primary care physician will decide what you need and will write a prescription for basic equipment or supplies.

Your diabetic prescriptions will be filled by J&B Medical Supply providers. To locate J&B Medical providers nearest to you, call 1-888-896-6233 from 8 a.m. to 5 p.m. Monday through Friday.

## Are there limitations or exclusions for durable medical equipment?

If you rent or purchase durable medical equipment, Blue Care Network coverage is limited to the basic equipment. Any special features that are considered medically necessary must be preauthorized by BCN to be covered.

If you wish to receive items beyond basic equipment that are considered deluxe or that do not meet our criteria for medical necessity, you may choose to pay the difference between the Northwood or J&B Medical Supply price and the amount that BCN will pay.

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

You may have a copayment or coinsurance. Refer to your BCN *Certificate of Coverage* and riders for details, or call the Customer Service number on the back of your ID card.

