



What if I need durable medical equipment or diabetic supplies?

Blue Care Network policy for getting equipment or supplies

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 oxygen tank. These types of items are called **durable medical equipment**.

Your primary care physician will write a prescription for the equipment you need. Our equipment vendor, Northwood Inc., will fill these prescriptions.



To locate Northwood providers near you, call **1-800-667-8496** from 8:30 a.m. to 5 p.m. Monday through Friday.

What are diabetic supplies, and how do I get them?

Diabetic supplies, used to manage your condition, include insulin pumps and supplies, as well as glucose monitors, lancets and test strips. These are generally provided by J&B Medical Supply. Diabetic supplies also include diabetic shoes and inserts, which Northwood supplies.

Your primary care physician will write a prescription for the basic supplies you need. Except for diabetic shoes and inserts, the prescriptions are filled by J&B Medical Supply providers.



To locate J&B Medical Supply providers near you, call **1-888-896-6233** from 8 a.m. to 6 p.m. Monday through Friday. TTY users call 711.

Are there limitations or exclusions for equipment or supplies?

For durable medical equipment or diabetic supplies, we only cover the rental or purchase of basic items that you use at home. BCN must authorize special items as medically necessary before they're covered.

If you want deluxe items or items that don't meet our criteria for medical necessity, you can pay the difference between the Northwood or J&B Medical Supply price and the amount we pay.

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

You may have a copayment or coinsurance. Refer to your benefit documents for details, or call the Customer Service number on the back of your 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 blue bar at the top of the page, select *Medical* from the drop-down menu, and then click *Plan Documents*.



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