



# ┐ Ostomy Awareness Day Healthcare Provider Educational Program

## └ “How to Effectively Refer Patients to an Ostomy Medical Supplier”



## “How to Effectively Refer Patients to an Ostomy Medical Supplier”

Byram Healthcare is proud to support Ostomy Awareness Day! As part of our support, we have developed an educational program which is made possible by a cooperative effort between United Ostomy Associations of America and Byram Healthcare. Our goal is to provide you with information to assist you in helping provide Ostomy supplies to your patients.



## “How to Effectively Refer Patients to an Ostomy Medical Supplier”

As a Health Care Professional, you are a key link in ensuring that your patient receives the critical medical supplies they need so that they maintain a healthy and normal life. After receiving your care and educational guidance, your patient will be sent home to manage his/her ostomy.

The goal of this session is to give you the information you need to make certain your ostomy patient receives timely Ostomy supplies from the medical supplier (DME) your patient chooses.



## “How to Effectively Refer Patients to an Ostomy Medical Supplier”

The first step is assisting your patient in choosing a medical supplier (DME).

- ❑ In order to ensure that your patient receives supplies in-network, provide your patient a list of national suppliers that are widely contracted with all major insurance plans including Medicaid and Medicare.
  - Regional and local suppliers may provide supplies out of network, which increases the cost to the patient.
  - Many regional and local plans will not provide supplies if they are not contracted with the insurance plan. This makes it necessary to locate another supplier. This delays your patient receiving his/her first order.
  - If your patient is on Medicare, make certain to show a list of suppliers that take Medicare Assignment and is a Participating Provider. This ensures your patient will only be billed 20% of the total supply costs and that there will be no additional charges.



## “How to Effectively Refer Patients to an Ostomy Medical Supplier”

If you are submitting your patient’s first order on his/her behalf:

- ☐ Make certain to provide all the patients important information (Name, DOB, shipping address, insurance provider, if available) and the specific supplies on the order. You can submit the first order verbally by phone, by fax and by Email directly to the supplier.
- ☐ It’s a great idea to discuss and recommend to your patient to sign up for one of the manufacturer support programs (Secure Start, Care, me+), however do that activity separate from the order. A manufacturer cannot process an order and sending the order together with the support program enrollment will delay the order process.
- ☐ Make certain not to exceed the Allowable Amounts per item. Most insurance providers follow the Medicare guidelines
- ☐ Submit the patient’s order as soon as possible so that the patient receives his/her supplies at home in a timely way.
- ☐ If your patient is being referred to a Home Health Agency, it is likely that it will be your patient’s responsibility to manage his/her supplies if the patient is on a commercial plan (Managed Care). The Home Health Agency is only responsible to provide supplies for a Medicare patient.



## “How to Effectively Refer Patients to an Ostomy Medical Supplier”

If your patient is submitting his/her own first order:

- ☐ Provide your patient the supplier list with contact information.
- ☐ Mark on a sheet or within the supplier’s catalog the items you want your patient to order. Product numbers should be clearly visible.
- ☐ If you have not signed up your patient for a manufacturer support program, let your patient know that he/she may sign up for one, two or all three programs.
- ☐ If your patient is being referred to a Home Health Agency and he/she is on Medicare, the patient will need to access a supplier at the conclusion of the Home Health episode. Provide a list of national suppliers for this purpose. As stated before, if your patient is on a commercial plan, the patient is responsible for ordering supplies.



# “How to Effectively Refer Patients to an Ostomy Medical Supplier”

What documentation is needed for a patient supply order

- ☐ Suppliers typically will not need a prescription to ship the first order.
- ☐ Suppliers will typically need a prescription before the second order is shipped. It is extremely helpful and will help ensure an order is shipped on time if you can assist with this process.
- ☐ Should your patient require supplies above the allowable amount which is typically referred to as an overage, the following will need to be provided for the supplier to receive shipment approval from the insurance provider:
  - The Chart Notes documenting that the overage has a medical justification. In addition, the type, quantity and frequency of use of the item is listed. The Chart Notes and prescription information must match.
  - A Letter of Medical Necessity (LMN) is not sufficient on its own for a patient to receive supplies above the insurance plan’s allowable amount. This is especially true for Medicare.



# “How to Effectively Refer Patients to an Ostomy Medical Supplier

*The following questions were submitted by meeting participants during the live session.*





## “How to Effectively Refer Patients to an Ostomy Medical Supplier

- ❑ Please clarify that I should send the patient supply order to the ostomy supplier if the patient is going on a Home Health episode but, is on a commercial plan like United Healthcare. Is that correct?

*That is correct. The ostomy supplier will bill the commercial plan and ship the supplies to the patient. The Home Health Agency is only responsible for ostomy supplies when the patient's insurance is traditional Medicare.*

- ❑ How do I best manage a patient with two ostomies?

*It is important that this information is documented to show medical necessity on the patient's chart notes and indicated on the prescription. The ostomy supplier will need this documentation in order to process the order and receive approval from the insurance provider.*



## “How to Effectively Refer Patients to an Ostomy Medical Supplier

- ❑ What should I tell a patient about COVID-19 and medical supply shipments?

*Ostomy suppliers and manufacturers have taken the necessary steps to make certain that supplies are readily available. It is a good idea to order your ostomy supplies as soon as you are eligible to do so and consider placing 90-day orders.*

- ❑ How do I track whether my patient received her first shipment from the ostomy supplier?

*There are suppliers that can provide you daily Email reports of supply shipments for all of the patients you submit to the supplier. Ask your supplier if this service is available.*



## “How to Effectively Refer Patients to an Ostomy Medical Supplier

- ☐ I send my patients covered by traditional Medicare to local suppliers in the city where they live. Should I continue to do that?

*Before sending your patient to a local supplier, make certain the supplier accepts Medicare Assignment. This means the patient is only responsible for 20% of the order cost. Also, make certain the local supplier carries the manufacturer supplies you prefer your patient to use. Does the local supplier deliver supplies to the patient? Do they offer customer support? If the answer to any of these inquiries is no, consider referring your patient to a national supplier.*

- ☐ I always send my patient orders through Secure Start. Should I continue to do that?

*It's a great idea to enroll your patients in the Secure Start program where they will receive comprehensive educational programs. However, manufacturers cannot process orders. To make certain there is no delay in the order process, send the patient order directly to the ostomy supplier. Manufacturer programs, like Secure Start, will be doing that anyway, but it will not be as immediate as you sending the order to the supplier.*



# What to Expect from an Ostomy Medical Supplier

This concludes this presentation.

Please consider the other presentations available for you to review:

*“How to Navigate Insurance and Make Sure You Get the Ostomy Supplies You Need Affordably”*

&

*“What to Expect from an Ostomy Medical Supplier”*

