



┌ Ostomy Awareness Day Educational Program

└ “What to Expect from an Ostomy Medical Supplier”



What to Expect from 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 receiving the Ostomy supplies you need affordably.



What to Expect from an Ostomy Medical Supplier

The medical supplier that provides your Ostomy supplies plays a critical role in helping you live a normal and healthy life. There are a number of services you should expect regardless of who your supplier is.

We will review these important services. The information we are providing should help you make an informed decision about whether you keep your current supplier or choose another supplier. You always have a choice.



What to Expect from an Ostomy Medical Supplier

The most important expectation is that your medical supplier works as a liaison between you and your insurance provider. To perform this role most effectively, your medical supplier should:

- ☐ Be contracted with your insurance plan so that you are “In Network” with your plan.
- ☐ If you are using Medicare, make certain your supplier is a Medicare Participating Provider and takes Medicare Assignment.
- ☐ Be willing to accept secondary insurance plans you may have.

This will ensure that you are managing your supply costs as effectively as possible. Keep in mind that your medical supplier relies on your insurance plan for the majority of its payment for supplies provided to you and must comply with your insurance plan’s rules.



What to Expect from an Ostomy Medical Supplier

The next expectation is that your medical supplier makes certain you have the supplies you need on hand.

- ☐ Your supplier should send out a reminder when your next supply order is due. This needs to be compliant with your insurance provider so that you avoid unnecessary costs or supply disruptions. Suppliers should have the capability to send reminders by Email, Text message and/or give you a call.
 - You should be provided a choice on how you want your medical supplier to communicate with you for supply reorders. That way you're sure to notice.
- ☐ You should be provided the option to order online, through a text message or by phone with a live person.
- ☐ You should be provided with the option to order a 30, 60 or 90-day supply order. Some insurance plans only allow a 30-day supply and your supplier should know that.
- ☐ You should never feel pressured to order supplies that you do not need.



What to Expect from an Ostomy Medical Supplier

The next expectation is that your medical supplier should be knowledgeable about the Ostomy products they are providing you.

- ☐ The medical supply company staff should have a good working knowledge of barriers, pouches and accessory items to help guide you to make good decisions so that you have a healthy and safe outcome.
- ☐ The supplier should have a good relationship with the major Ostomy manufacturers so that they can provide guidance with involved product issues/questions. The supplier should be willing to transfer you to manufacturer support programs such as Secure Start, Care and me+.
- ☐ Your medical supplier should be able to provide you with general clinical information pertaining to your Ostomy such as recommendations to manage a peristomal skin issue, leakage or odor control. Your specific medical issues should be discussed only with your physician or WOC nurse.
- ☐ Your supplier should provide you with assistance in sizing your barrier to your stoma which may include cutting your barrier for you to maintain a proper fit.



What to Expect from an Ostomy Medical Supplier

The next expectation is that your medical supplier should provide you with resources to help you manage your ostomy.

- ☐ Your supplier should have a comprehensive website that provides you educational information, answers to common questions as well as point you to resources such as United Ostomy Associations of America.
- ☐ Your supplier should have a product catalog made available to you. Some national suppliers offer comprehensive on-line catalogs.
- ☐ Your supplier should provide you with guidance about when you travel within and outside the United States.
- ☐ Your supplier should be prepared to assist you in the event of a supply emergency/disruption. This may be created because of a major weather event, earthquake, fire, etc...



What to Expect from an Ostomy Medical Supplier

The next expectation is that your medical supplier should be clear with you about their policies and procedures.

- ☐ Your supplier should state in writing their Return Policy.
- ☐ Your supplier should be clear on shipping charges, if any.
- ☐ Your supplier should be able to communicate with you in your native language.
- ☐ Your supplier should seek a physician prescription on your behalf and manage any documentation needed to be compliant with your insurance provider.
- ☐ Your supplier should be CHAP accredited.
- ☐ Your supplier must be HIPAA compliant. The supplier is required to protect your private information.



What to Expect from an Ostomy Medical Supplier

Here are some common questions United Ostomy Associations of America has shared with us:

- ☐ What can consumers do whose supplier "switches" out what was prescribed/ordered and substitutes for a generic or less expensive brand without consultation of the prescribing medical professional? Non-medical switching is a serious issue and priority for UOAA and the community.

It is perfectly acceptable and legal for a medical supplier to recommend a specific product as a substitute for the item you requested through their formulary. The substitute product should be clinically equivalent to the item you requested and does not require a change to your prescription. However, you should be made aware of this change prior to receiving your shipment. You should also have the option to return product that you do not want and request the product you do want.

You may contact another medical supplier for your next order if you are not satisfied with your current supplier's response.



What to Expect from an Ostomy Medical Supplier

- We hear from our support group leaders that some suppliers are sending consumers supply orders that they did not request or order or even want/need. What should consumers do with these supplies? How can they get their supplier to stop this practice? What can they do to ensure their account and/or insurer gets the credit back?

In the event that a supplier sends you product that you do not want or need, contact the supplier immediately and arrange to return the supplies. You should receive a credit for the returned supplies. Let the supplier know that they should inform you of any product changes prior to shipping your order. You should also contact your insurance provider and inform them of this situation. This practice affects the insurance company as well.

You may contact another medical supplier for your next order if you are not satisfied with your current supplier's response.



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



What to Expect from an Ostomy Medical Supplier

- ❑ How would a UOAA Support Group schedule an in-service with Byram Healthcare?

We are always happy to provide an in-service to a local Ostomy Support Group. This can be done virtually or in-person. Please contact Andrew Dahl by email at adahl@byramhealthcare.com and let him know you would like to schedule an in-service. Please provide your email address, the name of the Support Group and the Support Group location (city, state).

- ❑ With the Holidays coming, what should we do to make sure we get our supplies?

Ostomy suppliers are recommending that you place your next order as soon as you are eligible to make certain you have sufficient supplies on hand. Typically, you may place your next reorder when you have 10 days or less of supplies on hand. Suppliers are also recommending that you place a 90-day order if you are plan allows this.



What to Expect from an Ostomy Medical Supplier

- ❑ Is there a need for an annual prescription? So many suppliers insist that they must have an annual prescription.

Technically there is no need for an annual prescription unless there is a change that makes it necessary. However, most suppliers, including Byram Healthcare, ask for a renewal every year. Why? Because changes do occur and the ostomate may not have notified the supplier.

The ostomate may need to add an item that requires a new prescription. If we do not have the current physician information, correct insurance or proper prescription on file, the shipment will be delayed. It is critically important that you keep your supplier updated with your address, current insurance and physician name. This will make the renewable process simpler.



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- ❑ For ostomates who would like to try alternative appliances and/or brands, please list the main manufacturers of ostomy product.

The major manufacturers of ostomy product are: Coloplast, ConvaTec, Cymed, Hollister, Marlen, Nu-Hope, Safe N Simple, Securi-T, and Torbot.

- ❑ How can I switch my ostomy supplier?

This is a very straightforward process. Let the new supplier know how many days of supply you have on hand and the last time you placed a supply order. Make sure the new supplier is in-network with your insurance plan. The new supplier can start sending you supplies as soon as you are eligible to receive them.



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”

&

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

