

Operations Bulletin – October 29, 2020

New durable medical equipment and supplies requirements

Geisinger Health Plan is implementing a new durable medical equipment (DMEPOS) program effective Jan. 1, 2021.

We're working with home medical equipment company [Tomorrow Health](#) to provide patients with easier, more convenient and more affordable access to home medical equipment. Through this program, providers and patients will enjoy a superior DMEPOS experience:

- Free, fast home-delivery for your patients
- More on-time starts of care for your patients
- Single point of contact for all GHP DMEPOS orders
 - Hands-on support from a team of expert Care Advocates

All GHP DMEPOS orders as of January 1, 2021 will be placed through Tomorrow Health.

Tomorrow Health will either service orders directly or route orders to a DMEPOS provider in the Geisinger network that best suits the patients needs. The program covers all categories of DMEPOS, including but not limited to the following:

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| • AED | • Nutrition (enteral & parenteral) |
| • Body pressure relief and positioning devices | • Orthoses |
| • Bowel management devices | • Ostomy |
| • Casts | • Patient lifts |
| • Catheters & urology supplies | • Postpartum care (breast pumps, biliblankets) |
| • CPAP & BiPAP | • Pressure reducing support surfaces (PRSS) |
| • Diabetic supplies | • Prosthetics |
| • Home safety equipment | • Respiratory equipment |
| • Hospital beds | • Speech generating devices |
| • Incontinence supplies | • Tracheostomy |
| • Infrared heating pad systems | • Transcutaneous electrical nerve stimulators (TENS) |
| • Infusion pumps (excludes drugs & services) | • Wound care supplies |
| • Mobility equipment | |

Vision services should not be placed through the Tomorrow Health platform. Click [here](#) for a full list of HCPCS codes the program covers.

How to place orders

Ordering providers can place orders on behalf of patients using one of the following methods:

- **Online form** – Complete a simple, HIPAA-compliant order form at tomorrowhealth.com/referral.
- **Phone** – Place your order through an expert Care Advocate at **844-402-4344**.
- **Fax** – Access order forms at tomorrowhealth.com/referral and follow the instructions to submit via fax.

To serve patients as quickly as possible, Tomorrow Health requires certain provider and patient information to streamline insurance reimbursement. Before placing an order, providers should have the following information ready:

- Patient name and date of birth (DOB)
- Physician name, phone number and email address
- Prescription information
- The date the order is needed by the patient

Tomorrow Health is in network with other health plans, including Medicare and Medicaid (ACCESS cardholders), so this DMEPOS order process is not limited to your Geisinger Health Plan members.

Need help placing orders?

Contact Tomorrow Health's expert team of Care Advocates at **844-402-4344** or at support@tomorrowhealth.com if you need help placing an order. For emails, use 'GHP Order Inquiry: [date]' in the subject line. Care Advocates are available Monday through Friday from 9 a.m. to 6 p.m. and can assist with the following:

- Product selection
- Order placement
- Prescription collection
- Collection of other documentation
- Insurance and billing
- Product set-up
- Exchanges and returns
- Patient education

Supply closets and onsite consignment

Providers who wish to keep their existing supply closet relationships will be able to. However, for the equipment or supplies to be reimbursed by Geisinger Health Plan, referring or ordering providers will need to submit copies of the corresponding prescriptions to Tomorrow Health by fax or online within one (1) business day of dispensing the item(s).

How DMEPOS providers can fulfill orders

Beginning January 1, 2021, all GHP DMEPOS orders must first be sent to Tomorrow Health for DMEPOS claims to be reimbursed. Tomorrow Health will verify the necessary order information, then send orders to in-network DMEPOS providers for fulfillment and servicing.

A representative from Tomorrow Health will be in contact with DMEPOS providers to walk through the new order intake workflow.

Prior authorizations and claims

After the referring/ordering provider sends an order to Tomorrow Health, Tomorrow Health will ensure all information required for requesting prior authorization is collected and complete before sending the order to a DMEPOS provider. Once the DMEPOS provider receives and accepts an order from Tomorrow Health, that DMEPOS provider will still request authorization (if needed) from Geisinger Health Plan the same way they do today. DMEPOS providers will also submit claims and receive payments from Geisinger Health Plan the same way they do today.

Contact Tomorrow Health

For general inquiries not related to a specific patient or order, please contact Tomorrow Health:

- Ordering Providers: providers@tomorrowhealth.com
- DME Providers: dmepartners@tomorrowhealth.com

Discrimination is against the law

Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity Insurance Company (the "Health Plan") comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. The Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity, or sexual orientation.

The Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call the Health Plan at 800-447-4000 or TTY: 711.

If you believe that the Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation, you can file a grievance with:

Civil Rights Grievance Coordinator
Geisinger Health Plan Appeals Department
100 North Academy Avenue
Danville, PA 17822-3220
Phone: 866-577-7733, TTY: 711
Fax: 570-271-7225
GHPCivilRights@thehealthplan.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Grievance Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F
HHH Building, Washington, DC 20201
Phone: 800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 800-447-4000 or TTY: 711.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-447-4000 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800-447-4000（TTY：711）。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 800-447-4000 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 800-447-4000 (телетайп: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 800-447-4000 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 800-447-4000 (TTY: 711) 번으로 전화해 주십시오.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 800-447-4000 (TTY: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 800-447-4000 (رقم هاتف الصم والبكم: 711).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 800-447-4000 (ATS : 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 800-447-4000 (TTY: 711).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 800-447-4000 (TTY: 711).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 800-447-4000 (TTY: 711).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 800-447-4000 (TTY: 711).

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយភាសាដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 800-447-4000 (TTY: 711)។

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 800-447-4000 (TTY: 711).