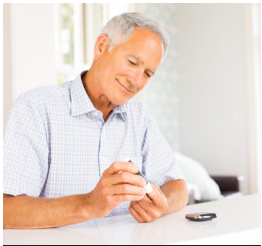


# Insulin Pump & Continuous Glucose Monitoring (CGM)

Referral Process & Compliance Program



# ABOUT **OUR COMPANY**

**NATIONWIDE DME AND HME  
MAIL ORDER PROVIDER**

Edwards Health Care Services, Inc. (EHCS) is your first-choice provider of direct-to-home, high quality medical products and diabetes supplies. For over 25 years, we have been lighting the way to better health by providing our customers an easier way to have products delivered directly to their door. By partnering with healthcare professionals, product manufacturers, and a large network of government and private insurers, we are able to fulfill our deep commitment of personalized customer service and a simplified order process for every customer...every time!

We participate with most major commercial insurance carriers, third party administrators, more than 40 Medicaid programs nationally, and are an approved supplier for traditional Medicare and Medicare Advantage plans. We strive to partner with new carriers every day to ensure we are meeting the needs across the nation.

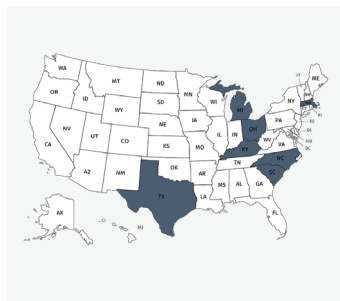
## **ADVANTAGES** OF WORKING WITH EHCS

We strive to keep every customer at the core of our business. We are constantly creating and innovating new processes and measurements to ensure we meet our customers' needs and deliver first-choice customer service.

Wide Selection of  
**BRANDS & PRODUCTS**



Nationwide Access from  
**BRANCH LOCATIONS**



Unparalleled  
**CUSTOMER SERVICE**



Program Utilization  
**REPORTING**



# OUR TEAM OF DIABETES CARE ADVISORS

Our Diabetes Care Advisors (DCA) truly understand the importance of quality products with personalized care.

The process of upgrading or getting brand new diabetes equipment for the first time can be overwhelming. Our goal is to provide customers with a first-rate experience through the entire process.

We pair customers with a dedicated Diabetes Care Advisor (DCA) to help throughout the process. From insurance approval and product selection to future reorders, our team of DCAs are committed to providing personalized care on time, every time!

*"You have gone above and beyond to try and help me; you were efficient, kind and on top of things. I enjoyed speaking and working with you!"*

*"Thank you for being so cordial and helpful to me when I was between a rock and hard place trying to secure my testing supplies. You have been stellar to work with, as have all your employees!"*

## DIABETES CARE ADVISORS PROVIDE:



### Prompt Response

Reviewing benefit coverage within two business days



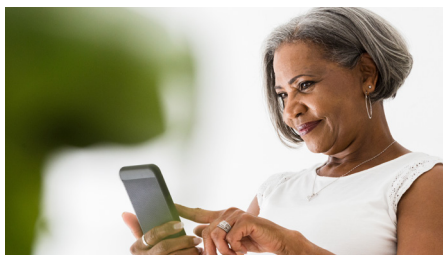
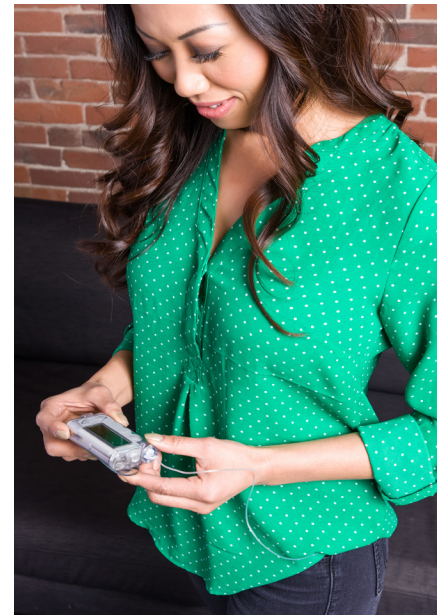
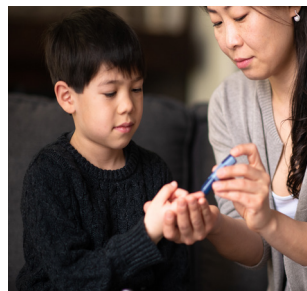
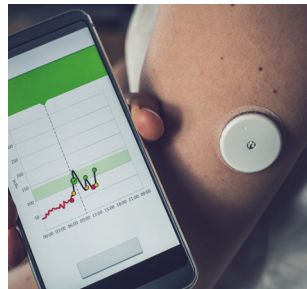
### Constant Communication

Updates regarding application and process via phone or email



### Paperwork

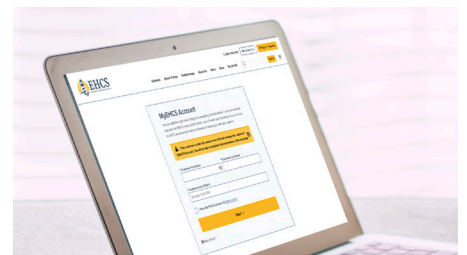
We work with doctors, labs, and insurance companies handling all customers paperwork



**SINGLE POINT OF  
CONTACT**



**POST SHIPMENT  
COMPLIANCE**



**CONVENIENT ONLINE  
ORDERING**

*Process is based on member's active participation in the program.*



## WITHIN THE FIRST BUSINESS DAY OF RECEIVING A MEMBER PENDING THERAPY

### **The Diabetes Care Advisor (DCA):**

- Is assigned to member pending therapy exclusively
  - Easier on member
  - Single point of contact allows for direct communication between member and DCA
- Verifies insurance benefits, coverage, and payer requirements
- Contacts member to:
  - Explain the process
  - Review financial commitment and responsibilities
  - Confirm interest in products (model, color, etc.)
- Sends required paperwork to member
  - Assignment of Benefits
  - Customer Bill of Rights



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## WITHIN TWO BUSINESS DAYS OF RECEIVING A MEMBER PENDING THERAPY



### **The Diabetes Care Advisor (DCA):**

- Works with payer, lab, and member's Health Care Practitioner (HCP) to obtain all necessary paperwork ensuring member coverage
  - Certificate of Medical Necessity (CMN)/Letter of Medical Necessity (LMN)
  - Additional medical records and notes
- Notifies manufacturer of patient pending therapy
- Notifies member of status update

## THE ONGOING PROCESS

### **The Diabetes Care Advisor (DCA):**

- Reviews the member's file every three days at minimum (more as needed)
  - This includes, but is not limited to, communication and updates to member, doctor, payer, representative, and healthcare professionals
  - Continues working on all necessary paperwork until completed
- Confirms all necessary paperwork is received, reviewed, and qualifications are met



## SHIPMENT OF PRODUCTS

### **The Diabetes Care Advisor (DCA):**

- When the product is ready to ship, DCA will confirm and review next steps:
  - Shipping address, manufacturer and product selection, and reorder process for supplies
  - Payment arrangements (if applicable)
  - Review warranty information and works with manufacturer to set up product training
- Notifies the HCP's office and manufacturer of product shipment and warranty information on behalf of customer. Manufacturer manages this information based on FDA requirements.

## AFTER SHIPMENT: COMPLIANCE BEGINS

### The Diabetes Care Advisor (DCA):

- Makes compliance calls after 30, 60, and 90 days
  - Collaborates with healthcare team to troubleshoot any challenges
  - Sends reminders of compliance regulations (i.e., prior authorization requirements)
  - Sends reminders of office visits as required by payer
  - Discusses reorder process and confirms next shipment for supplies (this guarantees that the member is using the insulin pump/CGM)



## AFTER COMPLIANCE: PAST THE 90 DAYS

### The EHCS Customer Service Team:

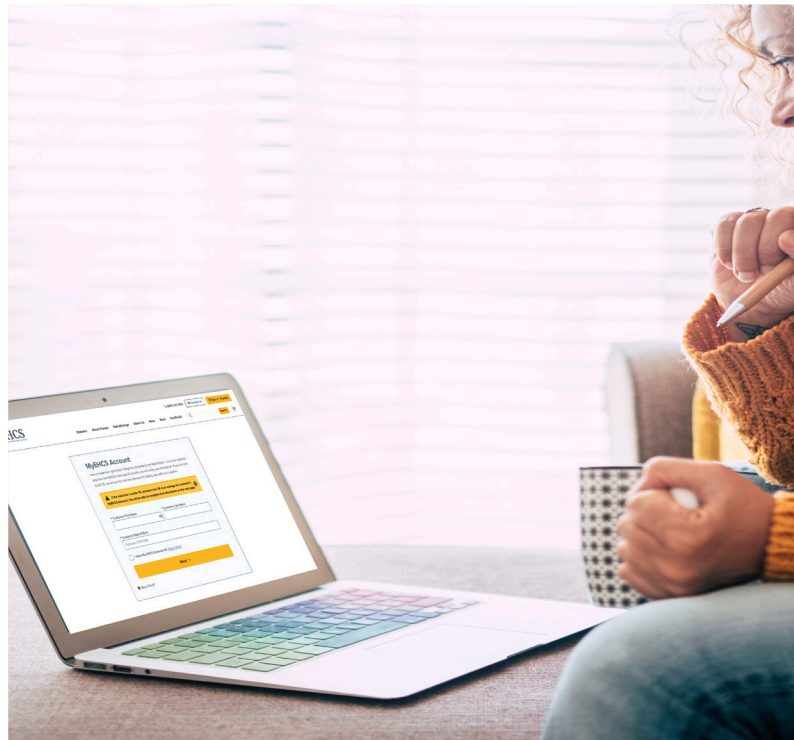
- Follows up with member after the 90-day compliance period ends with multiple forms of communication
  - Refill letters
  - Emails
  - Online ordering
  - Voicemail reminders
  - Text messages
  - Personal phone calls
- Follow-up attempts are made up to 1 year after compliance period ends if member is non-responsive

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## ADDITIONAL INFORMATION

-  Each DCA handles around 45-50 files at a time, giving him/her the ability to spend time with each member and answer questions during the process.
-  Utilization reports are available upon request from the payer.





## PARTNER WITH EHCS

We are here to answer any questions you may have about our product offering and processes. If you would like to add Edwards Health Care Services to your list of approved suppliers, contact us at [providercontracts@myehcs.com](mailto:providercontracts@myehcs.com).

5640 Hudson Industrial Parkway  
Hudson, OH 44236

1.888.344.3434 and mention BYWATER

Email: [contactus@myehcs.com](mailto:contactus@myehcs.com)

Visit it us online at: [www.myehcs.com/bywater](http://www.myehcs.com/bywater)



Edwards Health Care Services, Inc. (EHCS) is accredited by the Accreditation Commission for Health Care, Inc. (ACHC). ACHC, a private, not-for-profit corporation which is certified to ISO 9001:2008 standards, developed by home care and community-based providers to help companies improve business operations and quality of patient care.

CONNECT with US:

