

Durable Medical Equipment How to Guide

Our Registered Nurses are referred to as Health coaches and provide free and confidential case management.

Durable Medical Equipment (DME) and Supplies Process:

DME is equipment that can typically withstand repeated use and is used for a medical reason. Some examples include:

- Diabetic Supplies (Continuous Glucose Monitoring Meters/ Finger Stick Meters & Lancets)
- Sling/Brace/Boot to support a broken limb
- C-Pap Machine & Equipment (Sleep Apnea Machine)
- Orthotics
- Breast Pumps

Note: Preferred DME Supplier is **Edgepark**

- Initially work with your provider to determine needed DME/supplies
- Provider/member calls Level Care support to verify In Network providers, benefits, and coverage.
- Provider coordinates with DME suppliers to provide needed documentation to get equipment to the member.
- DME suppliers work with IA to ensure processes/medical policies are followed to obtain medically necessary equipment.



Speak with Level Care Support for questions related to benefits, claims, and finding In Network providers by calling the number on the back of your ID card.



To speak to a Registered Nurse Health Coach 24/7 for any health-related questions and/or assistance, call **1-888-234-2393; option 6.**

