



**PHARMACY
MEDICARE
MAIL ORDER
PROGRAM**



MEDICARE TODAY

- Medicare is a **federal health insurance** program for people 65 years of age and older, permanently disabled under the age of 65, and individuals with end stage renal disease.
- Medicare claims are administered by Medicare contractors who have jurisdiction over claims in specific states or regions.
- Diabetes supplies are covered under **Medicare Part B**.



MEDICARE ALLOWED PRODUCTS

- Home Blood Glucose Monitor
- Blood Glucose Reagent Strips
- Lancets
- Lancet Device
- Replacement Battery
- Control Solution
- Voice Synthesized Monitor



FACTS



- Diabetes is a disease affecting nearly **18,000,000** individuals.
- **46% of the diabetic population is Medicare eligible.**
- Age, Diet, and Ethnicity are the main factors affecting the growth of diabetes.
- Due to the complications of diabetes, patients are at risk more often for cardiovascular, kidney, and circulatory problems.
- Patients with diabetes require **10** times the average medications when compared to the non-diabetic.
- **As a result, diabetics spend on the average \$15,000 yearly for all medications and supplies related to this disease.**



PHARMACY OPPORTUNITIES

- Increase sales and profits. (no more diabetes loss leaders).
- Valuable retail customer retention.
- Ongoing interaction with your patient.
- Allows increased counseling time for other medical issues.
- Scheduled shipments help the Patient with their compliance.
- Availability to always provide **your** customer with the latest blood glucose monitoring technology.
- Building customer confidence within your pharmacy.





PROGRAM INITIATIVES

- Allow the Independent Pharmacy to provide the qualified Medicare recipient with diabetic testing supplies, approved and covered by Medicare.
- Aid the Independent Pharmacy in retaining these valuable customers and keep them in the retail setting.
- Eliminate the burden of claim processing, collections, and lost sales.
- Increase patient compliance and loyalty.



Diabetic Service Foundation

- A Medicare approved Part B participating supplier focusing on diabetes supplies.



PROGRAM DIRECTION

- A qualified Medicare recipient must sign a release form (provided) allowing DSF to share information with their physician .
- A **physician's order** or **prescription** from the physician treating the patient's diabetes must be attached to the release form.
- This information is then faxed (toll free) to DSF at **1-888-340-3887**.
- DSF will send a three months supply to the customer and bill Medicare and the appropriate secondary insurance for co pays.
- In the absence of a secondary insurance, DSF, as directed by Medicare, will bill the co pay directly to the Medicare patient.



FAQ



- Q – Why should I refer my patient to a mail order company? Won't I take the chance of losing all of the patient's business?
- A – DSF only has the ability to file a claim for the Medicare patient when Medicare is the primary. DSF can not bill private insurance or Medicaid.
- Q - How do I profit from having a mail order company send glucose testing supplies to my customers?
- A – The total value of the diabetic patient is over \$15,000.00 annually in total possible pharmacy revenue. Diabetic supplies represent on the average only \$1081.00. By supplying your customer's needs, you retain the customer and supply all of their other pharmacy needs.



- Q – Do I have to tell the customer where the supplies are coming from?
- A – Optional. You should tell your customer that the supplies will be delivered to their home and assure them that all necessary claims will be filed.



- Q – What supplies can I offer?
- A – You will be able to offer all Medicare approved products from all manufactures.
- Q – Can I accept any form of payment from the customer?
- A – No. Under Medicare guidelines, you are not allowed to accept any form of payment from the patient. **DSF will be responsible for all claims and co pays.**
- Q – If a problem should arise with a shipment or product, how should this be handled?
A – Your representative or the customer can call our dedicated pharmacy referral line @ **1-888-442-4452.**



- **Q** - Will you ever contact my customers?
- **A** - We contact your customers only on a 90 day cycle , or if they should be above utilization in their testing. In this last instance Medicare requires DSF to keep in our file a 30 day consecutive log of their testing results. This is renewed every 6 months.
- **Q** - Where can I obtain the release forms and physician order forms?
- **A** - Our web site, www.servicetodiabetics.com, contains all of our forms, or we can provide a CD containing all of the necessary forms. We also have hard copy of all materials. Call our customer referral line @ **1-888-442-4452**.
- **Q** - Can I receive any type of compensation from you for a high volume of customer referrals?
- **A** - **No. Any form of compensation for customer referrals would be a flagrant violation of the Medicare anti-kick back and inducement statutes.**
- **Q** - How will I promote this service?
- **A** - Contact your Medicare patient base. We will provide you with generic “bag stuffers” to attach to prescription sacks.

- As a participating Medicare provider of diabetes supplies, Diabetic Service Foundation will ship product as requested by the patient and recommended by the Pharmacy. Diabetic Service Foundation will bill Medicare on the patient's behalf and it is the sole responsibility of Diabetic Service Foundation to collect any and all applicable co pays.
- It is agreed that Diabetic Service Foundation will deliver to the patient only those diabetic supplies approved by Medicare. It is further agreed that all initial referral orders must be complete with a Physician's Order (prescription) and assignment of benefits, signed by the patient before shipment is made. All subsequent orders will be shipped to the patient by Diabetic Service Foundation after contact and approval from the patient.
- Diabetic Service Foundation agrees that no solicitation will be made to any of your patients, either directly or indirectly, with regards to private pay insurance, when such insurance is primary, nor will we attempt to fulfill prescription medications.
- Product will be delivered immediately after assignment of benefits and Physician's order has been secured by Diabetic Service Foundation. All product shipments and return issues will be the sole responsibility of Diabetic Service Foundation.
- It is our intention to only provide quality diabetes products in a timely manner to the Medicare patient, while allowing them to continue the convenience and trust in their neighborhood pharmacy.

• SIGNED _____ DATE _____

• SIGNED _____ DATE _____