

# Patty's Points

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Patty Nguyen, On-Site Rep.  
Patricia.Nguyen@bcbsfl.com  
Phone: 813-794-2492  
727-774-2492  
352-524-2492

Dear Patty,

Q: I was recently diagnosed with Diabetes. Which diabetic supplies are covered under my medical plan?

A: Glucometers, Blood Glucose Testing Strips, Lancets, Syringes and Needles for injecting prescribed insulin, Insulin Pumps and supplies. Note: Insulin is covered through your pharmacy benefits.

Q: Under which benefit would diabetic supplies be covered?

A: Diabetic supplies are covered under “Durable Medical Equipment (DME)” benefit on your medical plan. (Note: You may be able to obtain diabetic supplies through the CareHere Health & Wellness Center at no cost. Also, they may be covered through EnvisionRx as well. Please contact EnvisionRx at 1-800-361-4542 to inquire.)

Q: Can I use any DME supplier?

A: No, you or your physician will need to request supplies from Florida Blue’s participating DME Coordinator, CareCentrix. CareCentrix can be contacted at 1-877-561-9910. Their fax number is 1-877-627-6688. They will need the prescription from your ordering physician and supporting documentation, if applicable.

Q: What is my copay for Diabetic Supplies?

A: As long as the supplies are obtained and authorized through CareCentrix BlueCare HMO members have \$0 copay. BlueOptions PPO members have a \$250 Deductible and 20% Coinsurance.

Q: I'm diabetic. What other health care services are covered?

A: Per your policy, services related to the treatment and management of diabetes are covered when the treating Physician or a Physician who specializes in the treatment of diabetes certifies that such Services are Medically Necessary and include the following:

1. Outpatient self-management training and educational services when provided under the direct supervision of a certified Diabetes Educator or a Board-Certified Physician specializing in Endocrinology;
2. nutrition counseling provided by a licensed dietitian;
3. equipment and supplies, such as insulin pump and tubing to treat diabetes; and
4. trimming of toenails, corns, calluses, and therapeutic shoes (including inserts and/or modifications) for the treatment of severe diabetic foot disease.
5. Retinal eye exams

Q: I have a prescription from my doctor for therapeutic shoes and inserts. Are these covered under my policy?

A: If you have been diagnosed with diabetes then the therapeutic shoes and inserts would be covered if you meet the medical necessity guidelines. You or your physician may contact CareCentrix to submit your request. CareCentrix also coordinates the requests for Orthotics and Prosthetics.

Q: Is there a copay for Orthotics?

A: As long as the supplies are obtained and authorized through CareCentrix, BlueCare HMO members have \$0 copay. BlueOptions PPO members have a \$250 Deductible and 20% Coinsurance.