

## Custom Care Solutions Checklist for Therapist

204 Quince Street NE, Ste 100, Olympia WA 98506

Phone: 360-753-7224; Fax: 360-705-2413

Email: customcaresolutions@comcast.net Web: <http://ccscompression.com>

### ORDER: What is needed from Therapist?

- Benefits and eligibility sheet, with diagnosis and projected garments that will be needed
- Custom Care Solutions, LLC release form signed by patient**
- Patient Demographic sheet
- Current Copy of Insurance Card (front and back) if possible
- Dr. contact information
- Treatment Notes
- Completed order form

### What Custom Care Solutions will do?

- We will send you an email to let you know we have received your fax
- Complete RX and get Dr.s signature
- Benefit and eligibility check for insurance
- Contact patient to go over benefits, eligibility and out of pocket costs
- Email benefits to therapist
- Place order with manufacturer if patient has given go ahead
- Email therapist when order has been placed
- Ship order to therapist at clinic (you will receive an email letting you know the order has shipped).
- Bill insurance

We currently have insurance contracts with:

- Premera Blue Cross
- Regence Blue Shield
- Blue Cross Blue Shield in and out of state
- First Choice Plans
- Regence Uniform Medical – even if retired they have good garment coverage
- Washington Medicaid – Fee for service, not with the managed care plans (requires exception to rule process)  
No coverage if patient is in skilled nursing facility. Important to let us know if they will be or could be going into a skilled nursing facility. We only accept jobst elvarex and solaris for these clients at this time.
- Washington Labor and Industries
- Medicare and Medicare Plans do not cover compression garments, advantage, supplemental, AARP, UHC etc follow Medicare guideline so **WILL NOT** Cover compression garments.

**FYI** – First Choice plans that cover hospital employees, coverage has changed and is very specific.

They can have 2 pair to start within the first 6 months, when they receive that 2<sup>nd</sup> pair they then have to wait 3 months before they can get a replacement of one pair. They can get these replaced every 3 months, but can only get one pair at a time. This benefit started May 2012.

**We are NOT** contracted with United Health Care, Cigna, Aetna and Tricare - We can do some Group Health plans.

We do offer a 25% discount to clients that have to pay out of pocket for garments because their insurance does not cover or we are not contracted with their insurance.

We carry the following products:

Bia Care	BSN Medical/ Jobst
Circaid / Mediven	Farrow Medical
JoviPak / Belisse	Juzo
North American Rehab	Peninsula Medical