



 **adapthealth**

++ patient care solutions

Navigating Insurance and Benefits—It is a TEAM effort!

AdaptHealth Patient Care Solutions

Debra Care Conference July 2022



Empowering Lives – It's What We Do

AdaptHealth is a full-service HME and respiratory company in the United States – offering a full-scope of cost-efficient products and services that aim to keep patients comfortable and thriving in their own homes. We provide **wound care, urological, ostomy, tracheostomy, and incontinence supplies** throughout the country. We are dedicated to pursuing better, and use technology, process, and the power of our national network to do so.

Meet the Team



Danielle Malchano, RN, BSN
Specialty Sales Leader

Danielle has led the EB Team for over 10 years. She helps educate insurance companies, providers and families nationwide about advanced wound care products. Her volunteerism at camps for children with skin disorders helps her connect and understand the needs of EB families.



Leslie Rader, CWCA
Account Executive

Leslie works with healthcare professionals across the country, representing the EB Advocate Team. Leslie has served on the debara of America Board of Directors for 18 years and founded their New Family Advocate Program. She has personal experience caring for a child with EB. In memory of her daughter, Lauren, she has dedicated her life to helping families learn how to navigate caring for



Bill Cornman
Inside Sales Specialist

Bill is one of the most recognizable names on the team. If you have ever ordered supplies from AHPCS or attended a debara of America Care Conference, you have probably met Bill. He is super knowledgeable about wound care products and is a great resource to answer product questions.



Rachel Laufer
Inside Sales Specialist

Rachel handles the insurance authorization process for the EB Advocate Team. She has worked in the insurance world for over 13 years. Her hard work helps us ship orders in a timely fashion.



Amanda Watt
Inside Sales Specialist

Amanda has found a true sense fulfillment as a member of the EB Team. She has a broad knowledge of wound care and expertise with Medicare. Amanda is happy to take orders and answer any questions or concerns a patient may have.



Amy Lizon
Inside Sales Specialist

Amy handles the insurance authorization process for the EB Team. Thanks to her insurance knowledge and diligence, we can ship orders directly to patients in a timely manner.



Lindsey Waruszewski
Inside Sales Specialist

Lindsey has wealth of knowledge on wound care dressings and assists with new customers.



Doctor visits

This is so Important!

- + Regular doctor **visits every 6 to 12 months are vital**
- + Doctor visits are **vital** for the following reasons:
 - + Avoids delays in prior authorization approvals; most Medicaid plans require notes every 6 months due to plan guidelines for evaluating need for supplies
 - + Rejected claims can be justified with proper documentation on file, helping to eliminate patient balances for unpaid services
 - + Documentation regarding wounds and frequency of visits is always needed

Did you know?

- + It is prohibited for a physician to sign a prescription for a patient they have not seen within 12 months
 - + Healthcare providers run the risk of losing licenses should they sign such paperwork
- + Services rendered may not be payable by the insurance and could potentially become patient responsibility should the physician sign orders for a patient they have not seen

*****This information applies to all patients, as many commercial insurance payers are now denying claims due to lack of documentation***



Insurance

Deductibles and co-insurance

- + Insurance plans reset annually, depending on the plan year
- + Reach out to your insurance to understand your benefits each year as deductibles, out of pocket maximums and co-insurance can change each plan year

State Medicaid coverage

- + Medicaid coverage results in full coverage of supplies, whether primary or secondary coverage
- + If you were denied because of annual household limit, we suggest applying under the disabled benefits portion

Medicare recipients

- + We will continue to ask when you were last seen by a physician that evaluated your skin
- + Medicare guidelines are very restrictive on quantities, but we will do our best to get you all the supplies necessary

Insurance plan changes

- + Provide any updates to your insurance plan as soon as possible so that your supplier can:
 - + Determine if they are contracted
 - + Verify supplies are covered under the policy
 - + Obtain prior authorization, if needed

Helpful Tips to Ensure You Never Go Without Supplies



Be mindful of holiday guidelines

- + Especially Thanksgiving and Christmas



Call a week in advance

- + Allows for adequate processing & shipping time



Vacation Travel

- + Prepare ahead for any planned travel or trips away from home