

# Superior's Preferred DME Supplier



Effective September 1, 2017, Superior HealthPlan will use Medline as the preferred vendor for specified medical supplies for STAR, STAR Health, STAR+PLUS and CHIP members. The list of specific medical supplies can be found online at [SuperiorHealthPlan.com](http://SuperiorHealthPlan.com). This change does not impact durable medical equipment, such as, but not limited to, wheelchairs, hospital beds and mobility aids. Those products will continue to be provided through current suppliers and prior authorization policies. Superior chose Medline after reviewing proposals from multiple DME vendors, and the choice of vendor was determined based on quality and cost.

## Who is Medline?

- Medline is the largest privately-held manufacturer and distributor of medical supplies in the country, allowing for direct-from-manufacturer efficiencies.
- Medline offers over 350,000 products to the market, making them uniquely situated to meet the majority of our members' needs.
- Medline meets stringent service levels of 99.7% for on-time product delivery.
- Medline completes 3.4 million homecare deliveries annually, nationwide.

## Provider Benefits

Using Medline eliminates authorization paperwork for prescribing physicians, as they will be able to fill a prescription for many commonly used medical supplies directly through Medline.

## Member Benefits

Utilizing this preferred vendor ensures consistent quality of supplies for Superior members. Most importantly, members will receive their supplies in a timely manner. Superior believes that moving to a high quality, preferred network will improve the experience of our members who receive medical supplies on this list. Superior will work with members to ensure that they receive their supplies from the most appropriate DME supplier. Supplies specified on the Medline supply list that are requested from another supplier will require an authorization from Superior. Authorization decisions will be based on whether the member has a reasonable need to use a different supplier.

## Communication Timeline

- Provider notification was communicated through a website posting, *Attention Medicaid Providers: Announcing Superior's DME Supplier*, on [SuperiorHealthPlan.com](http://SuperiorHealthPlan.com) on June 1, 2017. Letters will also be sent to providers.
- Notifications will be made to all impacted members in August, announcing the change and providing information on how to use a different supplier, if necessary.

## FAQs

1. Will an existing authorization issued to another DME supplier, with an end date spanning past September 1, 2017, be honored?
  - a. Yes, we will honor the authorization through the end date of the authorization.
2. Will new authorizations on or after September 1, 2017, be approved for other DME providers?
  - a. If Medline provides the supplies requested, these will be provided by them. If Medline cannot support the supply the member is receiving/requesting or the member has a reasonable need to use a different supplier, an authorization can be requested from Superior.
3. Will local DME providers be able to provide these supplies to new and existing members with a prior authorization?
  - a. Beginning September 1, 2017, DME providers with an existing prior authorization can still provide these supplies under this existing authorization.
  - b. Beginning September 1, 2017, for any existing and new members without a prior authorization on file for the codes indicated in the notice, all DME providers will need an authorization indicating that the member has a reasonable need to use a supplier other than the preferred vendor.
4. Can a local DME provider continue to be a DME provider for Superior after September 1, 2017?
  - a. Yes, however any supplies on the specified Medline supply list mentioned above will require authorization, based on whether the member has a reasonable need to use a supplier other than the preferred vendor.
5. What about member choice?
  - a. Unlike servicing practitioners and facilities, Superior is not requiring that members change the medical supplies they are currently receiving. This transition should not impact members and the supplies they are currently receiving. Additionally, Superior is not removing any other providers from our network and a prior authorization process is in place for products that are necessary to be provided by alternative suppliers.