

# Superior's Preferred DME Supplier



Effective October 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. Superior members may choose to fill their medical prescription with another DME supplier in the Superior network.

## 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 October 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 October 1, 2017, be approved for other DME providers?
  - a. Providers may bypass the authorization process by utilizing Medline. Members may opt to use DME suppliers other than Medline subject to approval of authorization requests by Superior.
  - b. Members may opt out of using Medline for any reason by completing the [DME Preferred Provider Opt-Out form](#) and faxing it to 1-844-755-9363.
3. Will local DME providers be able to provide these supplies to new and existing members with a prior authorization?
  - a. Beginning October 1, 2017, DME providers with an existing prior authorization can still provide these supplies under this existing authorization.
  - b. Beginning October 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.
4. Can a local DME provider continue to be a DME provider for Superior after October 1, 2017?
  - a. Yes, however any supplies on the specified Medline supply list mentioned above will require authorization.
5. What about member choice?
  - a. Members may opt to use another DME supplier of their choosing by contacting Superior.