

## **DME Frequently Asked Questions** (5-1-11)

### **Q. Which forms do we fax in and when do we fax them?**

**A.** There will always be 4 forms that are faxed in. The “patient assessment”, “patient consent”, “billing intake” and the fax cover page all get faxed daily to **866-626-7881**

### **Q. Do we call the patient’s doctor’s office during the order and what if it is closed?**

**A.** Yes on every order call and confirm with a contact person that you are sending a prescription for DME and they need to code it sign it and fax it back as soon as possible. Put this person’s name on the fax cover page where indicated. If the office is closed have the patient do a 3 way call with you the next day or just have them call using the one paragraph script that is provided in your training guide. Then have them call you with the contact person’s name so you can include that on the fax cover sheet.

### **Q. What happens when the doctor refuses to sign the prescription?**

**A.** Have the patient call the doctor and ask why it was not signed. Sometimes they have never been treated for the condition by that doctor. In that case, get the correct doctor’s information and the back office can resend the order to the proper doctor. Other times, the doctor may state that since they didn’t prescribe these devices, they won’t sign for them. In that case have the patient inform the doctor of their rights to have these products and if they still refuse maybe a change in doctor can be recommended.

### **Q. What if the doctor recommends his local DME?**

**A.** Medicare guidelines state that a patient has the right to choose where they receive care and also products. This is a clear **violation of the patient’s rights** and the patient needs to stand up to the doctor. The doctor could face sanctions if they are a repeat offender. Think about this. If you took a certain heart medication and the pharmacy next to your home always filled the prescription but the doctor says he won’t sign for that medication anymore unless you use his pharmacy, would that be a violation of patient rights? Yes.

### **Q. Who does the follow up with the doctor’s offices?**

**A.** Our back office does follow up each week to retrieve the prescriptions. However, you will receive a weekly report and if it is more than 14 days since you submitted your order but nothing has been received from the doctor, have the patient call the doctor and ask them to expedite sending the order to us. Do not do this yourself. You will only confuse the staff at the office and possibly get a rejection for your efforts.

**Q. Should we visit the doctor's offices?**

**A.** Yes. Always carry blank thank you cards and have each patient sign one while taking the order. That way you can send it or hand deliver it to the doctor's who approve the orders. The office will then become your referral source if you simply ask them to help you help your clients and their patients. Leave them brochures and the "provider referral" package so they may send patients with you as a referred consultant.

**Q. Are sample supplies necessary?**

**A.** Yes. People like to feel and try things before ordering them and this is no exception. The cost is minimal but the reward is great knowing that these patients will be satisfied with all the products you showed them that will reduce their pain. I recommend a knee and back brace and the cost including shipping is \$110 for both.

**Q. Where can I market DMEPOS and who is my target audience?**

**A.** There is no license required to sell these products however, there is a code of conduct discussed in the associate application for DME sales. Please be respectful of the patients needs and only offer them what is necessary for their specific condition. Over ordering is a red flag not only to the doctor but also to Medicare. If the patient only states they have an arthritic left knee, only order that knees brace.

These products are available to anyone with insurance and the best target market would be the senior population. Many consultants' come from the insurance and medical sales fields with existing clients. Those should be the first people you contact. If you do not have a telemarketer I suggest you find one or become one yourself for 1 or 2 evenings a week. I have provided phone scripts inside the presentation/training guide for you to use. If you do not have existing clients the best places to market these products are senior community centers, senior living facilities, health fairs, churches and of course your circle of friends and family. Everyone knows people who have chronic joint pain, arthritis and/or diabetic conditions. Doctor's offices are a great source if you already know or have a relationship with that office.

**Q. Who keeps track of my business?**

**A.** Each Friday you fax in your “DME submissions” form for that week listing the patient’s name and order information. The fax number is different than where you sent the order. The number is **(843) 971-4825**. On Saturday you will receive a weekly report of not only the orders you turned in this week, but a status on all previous orders. This will come to you via email. This report will detail whether the rx was received, if the product shipped and any information that may be needed to completely process this order.

**Q. What is the timeframe for receiving commissions?**

**A.** The order flow process is detailed in the training guide but basically, after we receive the prescription back from the doctor and it is signed and coded properly, we can then ship the product. Shipping normally takes 2-3 days maximum. Once we receive delivery conformation on the order we then bill the insurance carrier. All carriers pay at different intervals. **The average time is between 45 and 60 days for reimbursement.** On very rare occasions this could take even longer and in some cases even less than 30 days. Remember, that timeframe is from the time we get delivery conformation, not from the day you wrote the order. The day we receive funds, a check is mailed directly to you for your commissions.

**Q. How much income can realistically be generated from offering DMEPOS?**

**A.** The average sale nets \$271 in commission. Based on that if you contact 10 people each day, actually see 4 of them, take orders on 3 of them, you can expect to earn \$813 per day. Realistically, you will have 20-25% of those disapproved by doctors due to the patient not having a condition that warrants these devices or just a doctor who plain refuses to sign because the order wasn’t “their idea”. If you offer these products on a consistent basis and keep your pipeline full, you can expect to earn \$4,000 or much more per month. There are no minimum or maximum order requirements. **How much you dedicate yourself to offering these products determines your individual success.**