

Having Trouble Getting Diabetes Supplies Covered?

Here are some tips that may help!

A tool for school staff to partner with families

Contact the pharmacy or Durable Medical Equipment (DME) company

If the prescription has been sent, ask the pharmacy what the problem is and what they think is needed to fix it.



If the item may be covered but needs a "prior authorization" or "letter of medical necessity"

If the item is not covered by insurance, contact your insurance company
(phone number is on the back of the card).



Ask if there is a similar item covered instead. If yes, get the name of the item.

Ask if the item needs to go through a DME company. If yes, ask for names of the companies they work with.



Contact your Diabetes Team/Endocrinology Office*



Tell your team what the insurance company is requiring. The team will work with your insurance company and pharmacy. Stay in touch with your pharmacy or DME for updates.

Ask your team to send a new prescription for the similar item.

Ask the team to send your current prescription to the DME company.

Tips

- Be sure to tell your team why your child needs the requested item.
- Having trouble with copays?
 - Contact your team to learn more about options and Children's Special Healthcare Services (CSHCS)
 - Check out product websites for coupons
 - Visit the American Diabetes Association (ADA) and Juvenile Diabetes Research Foundation (JDRF) websites for more information

*If not connected with an endocrinology team, please consult with your child's primary care provider and ask them for a referral to a pediatric endocrinologist.