



## How to Place an Order with CHME

### 1. Initial Referral

This is usually done by a physician. A doctor's order is faxed to CHME along with relevant patient information, such as insurance info, address and phone number, and ideally copies from the patient chart that have supportive information for the medical need of the item prescribed. If the initial package is insufficient or incomplete, CHME will work with the doctor's office or other healthcare providers involved to establish compliance with the insurance guidelines for coverage.

### 2. Clinician Assessment

For some orders, such as complex respiratory and rehab, an additional assessment by a Respiratory Therapist or Assistive Technology Professional is required. CHME has these specialists on staff. In some cases, insurances will also require the involvement of an independent therapist. CHME will schedule office appointments with inside clinicians directly with the patient. CHME will also coordinate with outside therapists for joint appointments, which are usually done at the patient's home or in an outpatient clinic setting.

### 3. Authorization

Many insurances require prior review and authorization for certain services. CHME will fax all documentation, created by the physician and any additional healthcare providers, to the health plan for review. When an approval is received, they will coordinate with the patient for delivery. In some cases, insurances will ask for additional information to make a decision. As needed, CHME will work with the doctor's office and therapists to provide that information.

### 4. Delivery

Once an authorization is received, CHME will deliver most equipment to the patient's home. Medical supplies will be shipped directly from the manufacturer. Note that most rehab items are special order and require longer lead times, therefore these are assembled at our workshop and then delivered and fitted at the patient's home. Respiratory items, such as CPAPs, are delivered to one of our offices by a Respiratory Therapist, but can also be delivered at the patient's home or in a clinical setting if it is not feasible for a patient to come to CHME.