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Blue Cross and Blue Shield Association

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BlueMedicare Patients Have Additional Option For Their Diabetes Supplies

Beginning July 15, 2019, your Florida Blue BlueMedicareSM HMO and PPO patients will be able to purchase select diabetes supplies, including test strips, glucose monitors, lancets and insulin used in a pump, at their local retail or home delivery (mail-order) pharmacy. This option, however, will be limited to OneTouch supplies manufactured by LifeScan.

Currently, your BlueMedicare patients are required to purchase diabetes supplies through our durable medical equipment (DME) vendor, CareCentrix. These claims are processed through your patient's medical benefit (Medicare Part B). However, LifeScan OneTouch supplies will now be available at the retail or mail-order pharmacy where they purchase their medications covered under their pharmacy benefit.

Patients may continue ordering their DME diabetes supplies through CareCentrix and have them delivered to their homes. Additionally, if your patients need or want to continue with supplies from a manufacturer other than LifeScan, they will need to continue ordering these supplies through CareCentrix.

What You Need to Know

Here's how the additional option for diabetes DME supplies works:

1. Only the OneTouch supplies manufactured by LifeScan will be available through a retail or mail-order pharmacy. If your patient wishes to use a retail or mail-order pharmacy to obtain their supplies, you will need to switch them to this brand.
2. If e-prescribe is not used, your patient can take a new prescription to their local pharmacy to be filled, or submit it to our mail-order pharmacy for home delivery.
3. Your patient picks up the supplies at the local pharmacy -- or the supplies will be delivered to their home if they chose mail order.

We're Letting Your Patients Know

Your BlueMedicare patients with diabetes will receive communication from us about this new option. We'll provide information on how they can fill their DME prescription, as well as:

- Provide details about patients having the option to have their prescriptions for select diabetes supplies filled at a participating pharmacy.
- Inform them only the OneTouch products will be available at the pharmacy. If they would like to switch to this brand, we will make sure they receive new glucose monitors at no cost to them.
- Remind them limits on diabetes supply quantities remain the same regardless of the method of filling the prescription.

If you have questions on this new option for your patients, please call the Provider Contact Center at 800-727-2227.