

# Continuous Glucose Monitoring Ordering Process

- Dexcom prescriptions will be sent to your preferred pharmacy.
  - Please let your provider know which retail or mail-order pharmacy you use.
- Please call your preferred pharmacy to check status if you have not heard from them within three days after your provider has sent the prescriptions.
- If your insurance requires a PA (prior authorization), your preferred pharmacy will contact our office to inform and we will submit a PA to your insurance company.
  - Please note that insurance response times vary.
- If your insurance denies the PA, our office will submit a universal Dexcom CMN (certificate of medical necessity) to a DME (durable medical equipment) distributor.
  - Please allow 5-7 days for this to be complete, as it requires a signature from your provider.
  - DME distributors vary per your insurance carrier.
  - DME distributors may also require additional documents for your Dexcom order.
    - *Please allow an additional 5-7 days for this to be completed.*
  - Please call the DME distributor to check the status of your Dexcom order if you have not heard from them within 7 days after our office submits the CMN.

## **Refilling Your Dexcom Supplies:**

### Pharmacy Coverage

- Contact your pharmacy to request a refill. Your pharmacy will contact our office if applicable.

### DME (Durable Medical Equipment) Company

- Call the DME Company directly or reorder through their website.
  - The DME Company may require a new document for your provider to sign if you made any changes to your order or your current order is invalid.
    - Please allow 5-7 days for this to be completed.
  - DME companies cannot ship your order until they have the required documentation and insurance approval.
  - Signed DME orders generally need to be renewed yearly.

**Existing Patient Support:** For order status or approval process please email a Reorder Sales Specialist at [midwestcommercialreorder@dexcom.com](mailto:midwestcommercialreorder@dexcom.com)

**Technical Issues:** For problems with Dexcom products (ex. failed sensor/transmitter) please email [techsupport@dexcom.com](mailto:techsupport@dexcom.com) or call 844-607-8398. They are available 24 hours a day, 7 days a week.

**Patient Care Specialist:** For questions about training, app/software download, accuracy expectations, calibrations, and alerts, please call 888-738-3646 ext. 4900

They are available Monday-Friday 5:30am-8pm PST and Saturday 6am-2:30pm PST.

**You can order free Dexcom overlay patches by calling tech support or order online at <https://dexcom.custhelp.com/app/OverPatchOrderForm>**

# Insulin Pump Ordering Process

- Provider approves you to move forward with the pump process.
- Attend an informational pump class.
  - *online pump class must be approved by your provider*
  - *<https://pediatrics.wustl.edu/pumpeducation>*
- Complete the Insulin Pump Readiness Test and sign the Insulin Pump Patient/Parent Agreement.
- Once your test has been graded, you will be contacted by our office.
  - *If passed, please inform us of your insulin pump choice.*
- We will contact the pump representative, letting them know you would like to get their pump.
- The pump representative will contact you to finalize details and answer any more questions you may have. They will work with your insurance company to determine coverage, out of pocket costs (copay), and the distributor.
- After the pump representative collects the information needed, they will fax a Certificate/Statement of Medical Necessity to our office for your provider to sign. This acts as the prescription for your insulin pump.
  - *Please allow 5-7 days for the prescription order to be signed by your provider.*
- Once your provider signs the prescription, we will fax it to the pump company and they will forward it to the distributor for shipment.
  - *Your pump and/or supplies may be covered by a DME (Durable Medical Equipment) company, who may require their own order form that your provider will need to sign.*
  - *Please allow another 5-7 days for this order to be signed.*
- After you have received your pump, please call our office at 314-454-6051 to schedule a 30 minute virtual/telehealth pump start appointment through Zoom, a real-time video connection platform, with one of our nurse practitioners.
  - *Visit includes review of blood sugars and insulin dosing, make dose adjustments if needed, write orders for the pump trainer, review sick day plan when on a pump, and new school plan if applicable.*
  - *Patient and at least one guardian/caregiver must attend.*
- It is your responsibility to contact the pump representative to inform them of your scheduled virtual visit with our office and schedule your training with them.
  - *The insulin pump will be placed on the patient at the training with the pump representative.*