



Tomorrow Health FAQs for DMEPOS Suppliers

Tomorrow Health empowers high-value DME suppliers to excel by building the first marketplace that enables efficient, transparent, & metrics-driven care

Benefits of the Tomorrow Health platform for DME Suppliers:

- Improve operational efficiency of end-to-end order processing, enabling you to reinvest your time into other efforts.
- Prescription intake, paperwork, and communication all in one place, keeping the process transparent and your team on the same page.
- Gain insight into your opportunities for growth and competitive performance, through access to metrics on the industry-at-large.

This guide provides an overview of how to work with Tomorrow Health. If you have questions, please visit our [resource center here](#) or reach out to our team at DMEpartners@tomorrowhealth.com.



Operations

1. How do patients or clinical staff send orders for home-delivered DMEPOS through Tomorrow Health?

Beginning January 1, 2021, all DMEPOS orders must be sent **by members or referring clinical providers** to Tomorrow Health (via online form, fax or phone) **and then these orders will be sent by Tomorrow Health to a DME supplier based on selection criteria including, among other factors, quality, geographic coverage, and servicing capabilities.**

- Online Form: Complete a simple, HIPAA-compliant order form at tomorrowhealth.com/referral
- Phone: Place your order through an expert Care Advocate at 844-402-4344
- Fax: Access order forms at tomorrowhealth.com/referral and follow the instructions to submit via fax

2. How do DME suppliers receive new orders?

Orders are sent to DME suppliers via a HIPAA-compliant, web-based tool, and you will receive an email notification for every new assigned order. Using this tool, you can follow a simple process to accept and complete these orders.

Any order that requires a new prescription should be sent to Tomorrow Health. Existing prescriptions should process through existing DMEPOS suppliers and do not need to come through Tomorrow Health prior to servicing a new order. If a patient has been working with a DME supplier and needs a new prescription for a similar product, referring providers should document that historical DME supplier in the 'notes' section of the order form when sending to Tomorrow Health.

3. What are the criteria that need to be met in order for a supplier to create an account with Tomorrow Health and start receiving orders?

Any DME provider who would like to onboard with our platform can do so [here](#), subject to being in-network with our partner payers.

4. How can I onboard to the Tomorrow Health platform?

You can onboard with Tomorrow Health in 3 easy steps:

- [Complete the onboarding survey](#) (~30 minutes)
- Activate your organization's account on our ordering platform (~5 minutes)
- **Start receiving orders from Tomorrow Health!**



5. Following onboarding, how are suppliers assessed for performance on the Tomorrow Health platform?

If multiple suppliers are able to fulfill an order (i.e. the supplier carries the requested product(s), can service the geography, and can cover the insurance plan), then the order will be matched to the highest value supplier. Supplier value is assessed across various cost and quality metrics (outlined below).

All supplier performance metrics are assessed by product category and in relation to network average performance. That means, for example, that a supplier's performance on servicing CPAP orders is not compared to another supplier's performance on servicing Diabetic Supplies orders; instead, supplier performance is compared to the network average by product category in order to account for product-specific nuances.

Type	Metric	Definition / Details
Cost	HCPs unit cost	Average unit cost by HCPs code
Quality	CSAT score	Average of all patient satisfaction scores allocated to a supplier. Responses rank experience with suppliers out of 5. Surveys capture experience with delivery, billing, product defects, training, etc.
	Cancellation rate	Average proportion of orders that are canceled after originally being placed due to supplier driven reasons. Suppliers are not penalized for patient driven cancellations.
	Response time	Average time required to respond to an order (accept or reject). Current SLA is a max of 2 hours for standard orders and 1 hour for urgent orders. Supplier business hours are taken into account.
	Order processing time	Average time required to deliver the item to the patient after being accepted in the portal (time from acceptance to order completion). <i>For recommended order processing times, see section: "Turnaround Time Expectations / SLAs" section of the DME Manual.</i>
	Urgent orders delays	Average proportion of urgent orders that were not marked as complete within 1 day of delivery to the patient.
	Discharge delays	Average proportion of urgent orders that were not delivered to the patient within 1-2 days of acceptance. See urgent order SLAs.
	CPAP adherence	Percent of CPAP orders serviced with continuous use for at least 3 months out of all CPAP orders serviced for that supplier

6. What happens to orders for members I currently serve?

All decisions about which DME suppliers service a particular patient are determined by patient choice and how a supplier compares with other suppliers within the Tomorrow Health platform for a specific order.



Note: if you are not contacted by Tomorrow Health or the relevant payer directly about an existing member, you should continue to serve that member to ensure their ongoing care and continue to submit claims for reimbursement as you normally would.

- Existing rentals for equipment (e.g. oxygen equipment, wheelchairs) will remain unchanged for members through Jan 1, 2021. You should continue to serve these patients.
- Ongoing/Existing resupply orders: Tomorrow Health will contact patients with upcoming prescription renewals and offer them an opportunity to switch their DME supplier. If the member indicates they want to switch to an alternative supplier, the resupply order will be sent to the new DME supplier. As part of the transition, Tomorrow Health will notify the previous supplier of the switch via email through support@tomorrowhealth.com **Note: any NEW resupply orders must be placed through the platform.**

Once claims are submitted through the relevant payer's electronic claims processing system, the system will be able to differentiate between resupply and new orders. Our partner payers have worked to ensure that resupply orders that commenced prior to 1/1/2021 will not require additional documentation to be eligible for reimbursement.

7. We received a referral directly from a referring provider, can we service it?

If a referring provider submits a **new** DME order for a partner plan member to you directly, you must redirect that physician to place their order through Tomorrow Health at <https://home.tomorrowhealth.com/providers> or send them the [following one-pager](#). Note, if a member has a particular choice for a vendor, the referring provider can indicate that preference in the 'Notes' section of the order form. Note, the above guidance applies to any **new orders** (including **new** resupply orders). Per the DME manual, you may continue to service existing orders as you normally would (including existing / ongoing re-supply orders).

8. Can individual DME suppliers view their standings related to the selection criteria for servicing orders?

Tomorrow Health is always improving and iterating on DME supplier quality criteria. We do not disclose individual suppliers' rankings within our platforms, but DME suppliers are matched with orders based on criteria such as patient satisfaction, geographic coverage, product specialization, and servicing capabilities. Through one-on-one discussions and quarterly reports, Tomorrow Health will share feedback on suppliers' performance across key metrics to support improvements around service delivery and patient experience.

9. Once I accept an order, is there a deadline by which I need to deliver or service the member?

Although performance on our platform is based on how you perform against the network average, we have provided suggested turnaround times SLAs in the [table below](#). Our team may reach out to you to follow up on the status of an order if status updates are not provided via marketplace comments and if the order is approaching or outside of SLA.



We understand that outliers happen. Our goal for our partner DMEs is to have 80% of orders within SLA, allowing buffer room for these situations. For orders that experience delays or other complications, please leave a comment on the order so that our team and the referring provider have context. For urgent order delays, please let us and the referring provider know via marketplace messaging as soon as you know the delivery may be delayed and leave a reason why.

The following SLAs (service-level agreements) are based on industry best practices and network performance data. The [below table](#) summarizes turnaround time expectations for both standard and urgent orders. Turnaround times refer to the number of days between ‘accepting’ an order on the Tomorrow Health portal and when the items are delivered to the patient (you must mark the order as ‘complete’ in the portal to demonstrate that the order has been delivered).

SLAs by product category and urgency level

Product Category	Standard SLA (max. days)	Urgent SLA (max. days)
Respiratory		
Cough Assist, Stimulators and Vest Therapy	3	2
Nebulizers	3	1
Oxygen Compressors & Concentrators	3	1
Oxygen Contents & Equipment	3	1
Blood Pressure Monitors	3	2
Ventilators	3	1
Tracheostomy Supplies	6	1
Mobility		
Canes, Crutches, Knee Scooters	3	2
Hospital Beds	3	2
Patient Lift	3	2
Bathroom and Bedroom Aids	3	2
Standard Wheelchairs	3	1
Walkers & Rollators	3	1
Specialty Manual Wheelchairs	50	1
Power Mobility	90	1
Sleep		
BiPAP	14	2

CPAP	14	2
Postpartum		
Biliblankets	5	1
Breast Pumps	5	2
Diabetic		
Breast Prostheses	5	2
Diabetic Supplies	14	2
Therapeutic Shoes	30	2
Prosthetics	20	2
Lower Limb Prostheses	20	2
Urology		
Catheters	3	2
Nutrition		
Enteral Nutrition	3	2
Nutrition	3	2
Parenteral Nutrition	3	2
Wound Care		
Compression Socks	3	2
Negative Pressure Wound Therapy	3	2
Surgical Dressings	3	2
Custom Burn Garments	3	2
Pressure Reducing Support Surfaces	3	2
Pneumatic Compression	7	2
Ostomy		
Ostomy Supplies	3	2
Incontinence		
Incontinence Supplies	3	2
Orthoses		
Ankle-Foot/Knee-Ankle-Foot Orthoses	14	2
Spinal Orthoses	14	2



Cranial Remodeling Orthoses	14	2
Hip Orthoses	14	2
Knee Orthoses	14	2
Other		
Speech Generating Devices	7	2
Transcutaneous Electrical Nerve Stimulators (TENS)	14	2
Orthopedic Braces	14	2

10. Can I place orders on behalf of patients or their physicians into the Tomorrow Health platform? How can I assure the order is sent to a specific DME supplier?

DME suppliers cannot order on behalf of patients or physicians for home-delivered DMEPOS. Although we cannot guarantee that a member will be matched with any given supplier (unless there is clear patient preference for one that is captured and then validated by our team), the member will be served by the most appropriate provider based on, among others, service capabilities and quality factors.

11. Can members choose their DME suppliers?

Tomorrow Health believes in honoring patient choice. Upon receiving an order from the referring provider, Tomorrow Health will match it to the highest value supplier that accepts and can service the order. Once a supplier is selected, the patient will receive notification of that selection via phone or text. If the patient would like to switch to an alternative supplier, they are given the option to respond with their supplier preference. Tomorrow Health will then ensure that the order is sent to the supplier indicated by the patient.

12. What if I don't want to use the Tomorrow Health platform?

We believe this is a meaningful opportunity to streamline DMEPOS ordering/referrals and refocus on high quality patient care. However, if you opt out of onboarding to the Tomorrow Health platform, your organization will not be enabled to receive new orders for members of our partner payers' networks. Any new orders for health plan members that you service directly from Referring Providers may be subject to claims denials.

Contracting and Authorizations

13. Are there any changes to my contract or fee schedule?

No. There are no changes to your current contract with the relevant payer or the associated fee schedule. Tomorrow Health will strive to collect all necessary documentation associated with a DME order/referral, but Tomorrow Health is not responsible for authorizing or formally qualifying the documentation collected in the



ordering process. Health plans and, as applicable, their members, retain full responsibility for payment and fulfillment of orders under your direct agreement with the payer.

14. Are there any changes to how I request prior authorization, submit claims, or receive payment?

You do not need to change how you perform authorizations, claims, or other billing workflows. Services that require authorization should still be requested via standard channels: fax or online directly to the relevant payer.

15. Do I need to contract with Tomorrow Health or is there a fee to use the platform?

You do not need to contract with Tomorrow Health, and there are no fees associated with using the platform.

16. How is secondary insurance handled? How do I submit claims for an order where the partnered health plan is the secondary payer?

Tomorrow Health works with any DME supplier that is in-network with a partnered health plan and identifies which suppliers can service specific secondary insurances so that these orders can be sent to DME suppliers that can work with these patients and maximize their benefits.

In the case that Tomorrow Health receives an order where the partnered health plan is the secondary payer, Tomorrow Health will route the order to DMEPOS suppliers who accept both of the member's insurances to prevent delays and ensure that members receive the care they need when they need it. If they accept the order, DME suppliers should follow their standard processes for servicing the order.

When submitting claims, DME suppliers should submit to the primary payer and then submit to the secondary payer (or have the claim auto-routed in the case of Medicare).

Non-Standard Workflows

17. What happens if home medical equipment & supplies are held onsite, dispensed in a clinical setting, and sent home with patients upon discharge?

Some DMEPOS providers maintain an onsite supply of equipment & supplies at servicing provider offices, post-acute settings, and hospitals -- commonly known as Supply Closets or Consignment. If you have onsite supply with a facility or provider, you can service these members directly if equipment / supplies is to be distributed onsite, and then you must fax corresponding documentation to Tomorrow Health at least 1 week prior to submitting claims to the payer for reimbursement.

Faxes for Onsite DMEPOS should be sent to **855-916-1805** and must contain the following information:

- Patient Name
- Patient Insurance ID



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- Servicing Provider TIN (*please reach out if this is not standard on documentation*)
- Servicing Provider NPI (*please reach out if this is not standard on documentation*)
- All items dispensed
 - Can be the HCPCS code of the item(s), e.g. E0143, or Product Category of the item(s), e.g. Wheelchairs
- Dispensed Date
- Patient Signature
- Physician Signature

18. How does Tomorrow Health handle orders for power mobility and associated products?

Complex Rehabilitation Therapy (CRT) Policy:

For complex rehabilitation therapy (CRT) orders as it relates to standard, manual, and power chairs, DMEPOS providers should follow their current processes and service members directly. As it relates to the K08 codes and E codes below, DMEPOS providers do not need to engage with Tomorrow Health at any point in the order lifecycle.

The CRT Policy applies to all K08 codes and the E codes that align to them. [The full list of codes can be found here.](#)

19. What if a member visits my retail location to place an order directly?

If a member attempts to place a DMEPOS order at a retail location, suppliers can service that member per their normal processes. Post-service, suppliers should send all relevant documentation to Tomorrow Health. As a component of the documentation package, suppliers are required to submit a patient preference form that includes the member's signature to verify patient choice.

The patient reference form that should be printed out, signed by members, and then included in the documentation sent to Tomorrow Health post-service can be found here: [Patient Preference Form for Retail Location Orders](#). For more guidance, refer to the DME Manual [here](#), under “**Servicing Members in Retail Locations.**”

22. What do I do if a member calls to place an order?

If a member is calling to place a new DMEPOS order, please redirect them to Tomorrow Health to place an order over the phone by calling (844) 402-4344. Please warm-transfer the member if possible.

23. What do I do if an individual changes their insurance during their rental period?



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In the event a patient changes their insurance provider to a partner payer during their rental period, please complete the Member Changing Insurance form. To be successfully reimbursed by the health plan, we ask that you fax the completed form at your earliest convenience to Tomorrow Health at (855) 916 - 1805.

The member changing insurance form that should be printed, completed, and sent to Tomorrow Health [can be found here](#). For more guidance, refer to [page 17 of the DME Manual](#), under “Transitioned Member.”