



## Tomorrow Health Manual 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 [DMEServices@tomorrowhealth.com](mailto:DMEServices@tomorrowhealth.com).**



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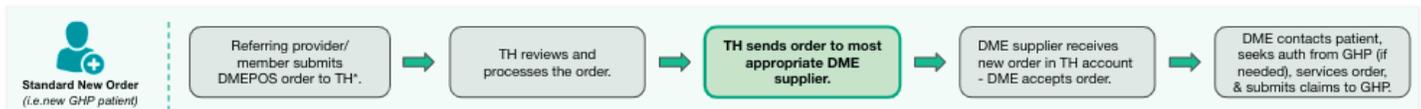


## How It Works

All **new** DMEPOS orders must be sent by referring providers or members to Tomorrow Health (via online form, fax or phone) and then will be sent to a DME supplier based on the company's product coverage, servicing, and delivery capabilities, among other factors. (Note: for DMEPOS dispensed onsite through supply closet or consignment arrangements, please see that section of this Manual).

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

Orders are sent to DME suppliers via a HIPAA-compliant web-based tool, and you will receive an email notification for every new order assigned (unless the DMEPOS is delivered onsite or from a supply closet).



## Account Activation & Settings

### 1. Account Registration

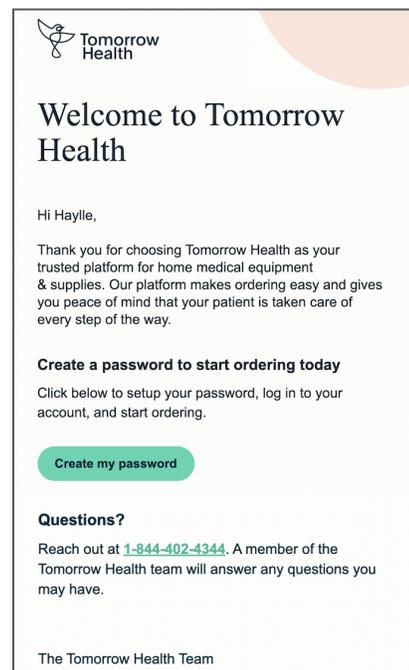
Once a member of your team has completed the online business capabilities survey, the individual whose contact information was provided will receive an email to register their account.

The member of your team will receive an email from [support@tomorrowhealth.com](mailto:support@tomorrowhealth.com) inviting the user to create a password.

Click “Create my password” to set the password associated with that login and the account is set up!

### 2. Invite Others to Your Account

To add more users onto your Tomorrow Health account, Navigate the the gear icon and click ‘user management’

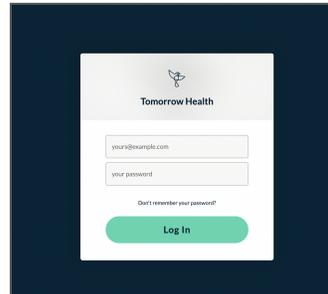
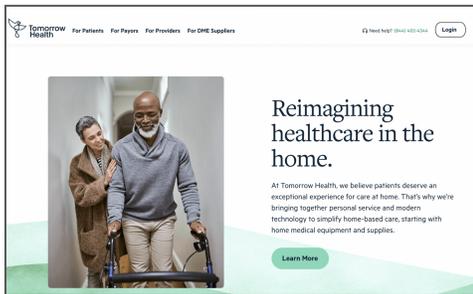




and include the new user’s name and email.  
**3. Accessing Your Tomorrow Health Account**

Visit tomorrowhealth.com, click “Login” in the upper right corner. Alternatively, visit tomorrowhealth.com/login.

Enter your email address and the password you set when you created your account.



## Account Orientation & Navigating Orders

ORDER ID	PATIENT	REFERRING PROVIDER	ROUTING DATE	SERVICE	CATEGORY	STATUS
TH-YJ17QWCG	Johnny Appleseeds	Mohammad Ali	Nov 10, 2020	Standard / Expedited	Mobility	Pending Acceptance
TH-7BNVH9Y3	Rachel Patient2	Mohammad Ali	Oct 27, 2020	Standard / Expedited		Pending Acceptance

Inbox: new orders pending acceptance

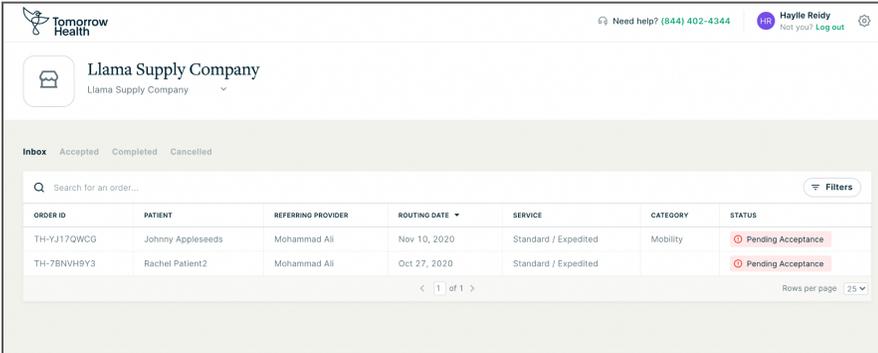
Accepted: orders that you’ve accepted and are working on

Completed: orders that have been fulfilled and marked as complete

Canceled: orders that have been rejected or canceled

All Orders: a combined view of all accepted, completed, canceled, and rejected orders

## Search for Existing Orders



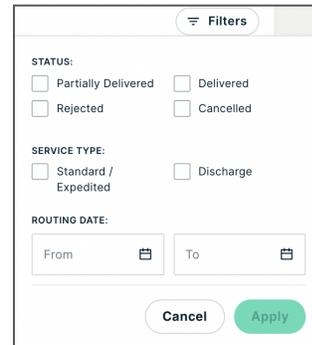
**Llama Supply Company**  
Llama Supply Company

Inbox Accepted Completed Cancelled

Search for an order...

ORDER ID	PATIENT	REFERRING PROVIDER	ROUTING DATE	SERVICE	CATEGORY	STATUS
TH-YJ17QWCG	Johnny Appleseeds	Mohammad Ali	Nov 10, 2020	Standard / Expedited	Mobility	Pending Acceptance
TH-7BNVH9Y3	Rachel Patient2	Mohammad Ali	Oct 27, 2020	Standard / Expedited		Pending Acceptance

Rows per page: 25



**Filters**

**STATUS:**

Partially Delivered  Delivered

Rejected  Cancelled

**SERVICE TYPE:**

Standard / Expedited  Discharge

**ROUTING DATE:**

From  To

You can search for orders by member name, referring provider, and order ID.

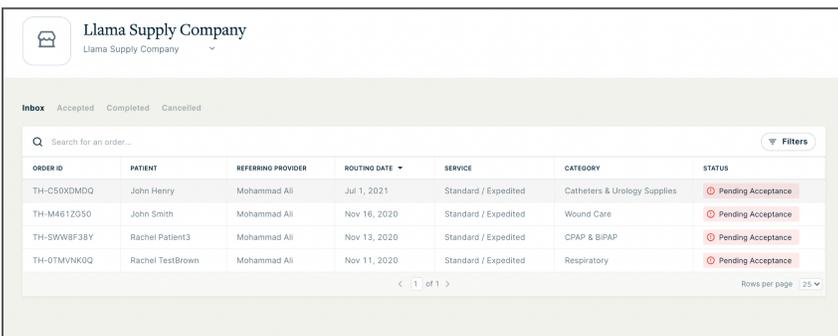
Search within a tab for orders in a certain status, or within All Orders to see orders regardless of status.

You can also use filters to view orders by category, status, urgency, and date ranges as shown on the far left side with the “Filters” button and panel shown.

## Receiving, Accepting, and Rejecting Orders

### Receiving Orders

Inbox view:



**Llama Supply Company**  
Llama Supply Company

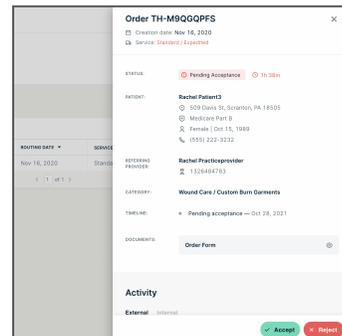
Inbox Accepted Completed Cancelled

Search for an order...

ORDER ID	PATIENT	REFERRING PROVIDER	ROUTING DATE	SERVICE	CATEGORY	STATUS
TH-C50XMDQ	John Henry	Mohammad Ali	Jul 1, 2021	Standard / Expedited	Catheters & Urology Supplies	Pending Acceptance
TH-M461ZQ50	John Smith	Mohammad Ali	Nov 16, 2020	Standard / Expedited	Wound Care	Pending Acceptance
TH-SWW8F38Y	Rachel Patient3	Mohammad Ali	Nov 13, 2020	Standard / Expedited	CPAP & BIPAP	Pending Acceptance
TH-0TMVKNQ0	Rachel TestBrown	Mohammad Ali	Nov 11, 2020	Standard / Expedited	Respiratory	Pending Acceptance

Rows per page: 25

Order detail view:



**Order TH-M9QQQF5**

Creation date: Nov 16, 2020

Service: Standard / Expedited

**STATUS:** Pending Acceptance (1h 20m)

**PATIENT:** Rachel Patient3  
 1000 Broad St, Scranton, PA 18505  
 Medicare Part B  
 Female | Oct 15, 1989  
 1000 222-3333

**ROUTING DATE:** Nov 16, 2020 **SERVICE:** Standard / Expedited

**REFERRING PROVIDER:** Rachel Practice/Provider  
 1320487103

**CATEGORY:** Wound Care / Custom Burn Comments

**TRACKER:** Pending acceptance — Oct 28, 2021

**DOCUMENTS:** Order Form

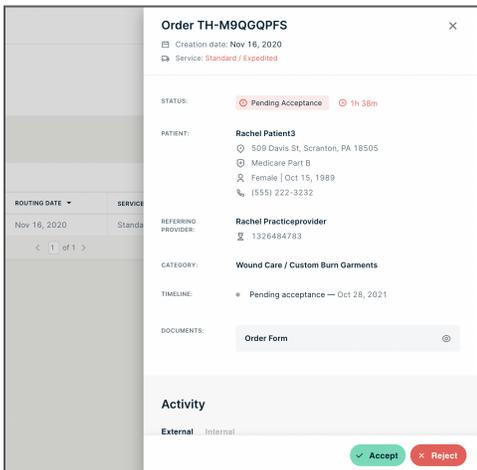
**Activity**

External Internal

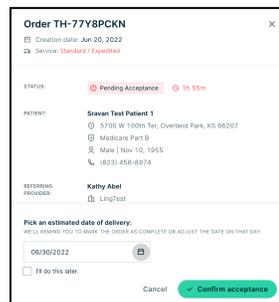
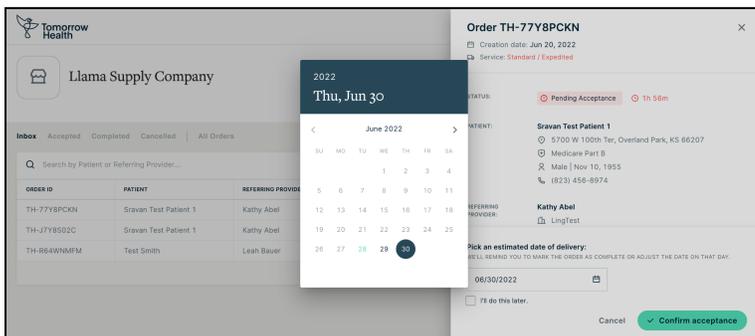


You will receive an email notification saying that you have received a new order. Click on an order pending acceptance in the Inbox to launch the order detail view. From the order detail view, you can find all the information you need to decide if you want to accept or reject.

### Accepting Orders



After reviewing the details of an order, click the green accept button to accept the order. Set an estimated date of delivery and click confirm acceptance. (Quick tip: setting an estimated date of delivery helps your team find and update the order later. This won't be held against you or be incorporated into supplier performance, it's just there for you!)



This order will then move to the “Accepted” tab of your account.



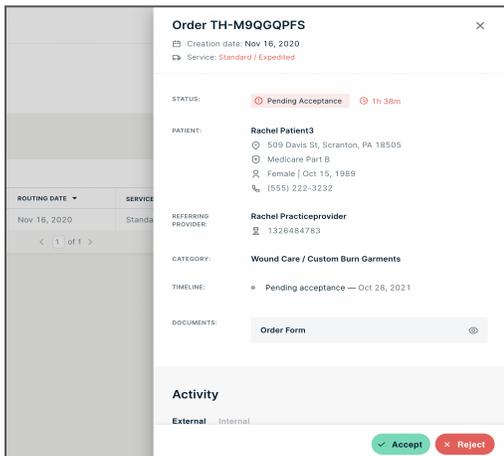
To ensure timely fulfillment of all DMEPOS services, Tomorrow Health requires orders to be accepted within 2 business hours for standard orders and 1 hour for urgent orders. Ensure that you “Approve” all orders within these timeframes or they will be sent to a different DME supplier. In order to “accept” the order, you should review the order and confirm their ability to service the particular product and member. Seeking authorization, engaging with the member, and delivering the service/product will occur after you accept the order.

Tomorrow Health asks that DME suppliers accept orders within the window to ensure that members are served in a timely manner.

Once you have accepted an order in the Tomorrow Health Order Portal, you can reach out to the member and serve them. Focus on selecting the most appropriate products for the members’ needs, assisting in setup, answering their questions, and providing educational resources.

If additional information or clarification is needed to fulfill the order please contact the referring provider directly through appropriate channels.

## Rejecting Orders



Rejection reason:

- No inventory available
- Lack internal bandwidth
- Patient declined
- Other

Order rejection reasons...

Cancel

If you choose to reject an order after reviewing the details, click the red reject button.

You’ll then be asked to tell us why you chose to reject the order, so that we can improve the types of orders we send to you in the future.



## Marking Orders as Complete (non-drop shipped items)

Marking orders as complete within the Tomorrow Health marketplace is critical to ensuring end-to-end order status visibility for referring providers, patients, health plans, and members of your team. Suppliers are required to mark all orders as complete as soon as they are delivered to the patient within the recommended turnaround time SLA (see section: “Turnaround Time Expectations / SLAs”). To mark an order as complete, simply indicate the date of delivery (and time of delivery for urgent orders), then hit “mark as complete”. Once you mark an order complete, it cannot revert back to an open order. Effectively, you cannot edit the order once its has been marked complete.

Important note: For all urgent orders you must also specify the time that the order was delivered. **All urgent orders must be marked as complete within 24 hours of the order being accepted through our marketplace** (see below for implications of non-adherence).

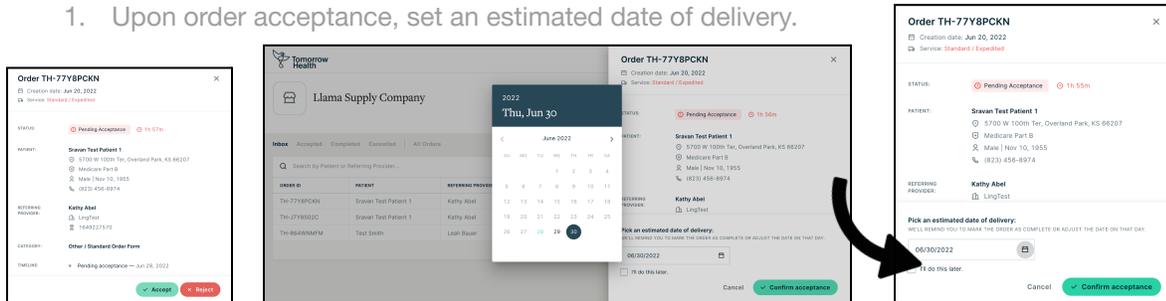
Although a Proof of Delivery (POD) ticket is not required at the point of marking an order as complete, we will ask suppliers to periodically conduct a verification exercise on a random sample of orders to ensure accuracy. Please read the detailed guidance below.

### Verification Exercise - How it Works:

1. On a monthly to quarterly basis, all suppliers will be required to complete a POD verification exercise.
2. Tomorrow Health will request that PODs be submitted for a batch of orders via comments on each individual order that is selected for verification — with the size of the batch correlating to the number of orders marked as complete by an industry standard randomized methodology (e.g. for 100 orders marked complete, we may request POD verification for 20 orders).
3. All suppliers will have 7 days to submit PODs for verification via the marketplace as per previous practice (go into the order, upload POD document).
4. We understand that exceptions / outliers happen. As such, suppliers are required to show that at least 90% of orders requiring verification are compliant (i.e. were delivered when indicated).

## How to Mark Orders as Complete:

1. Upon order acceptance, set an estimated date of delivery.

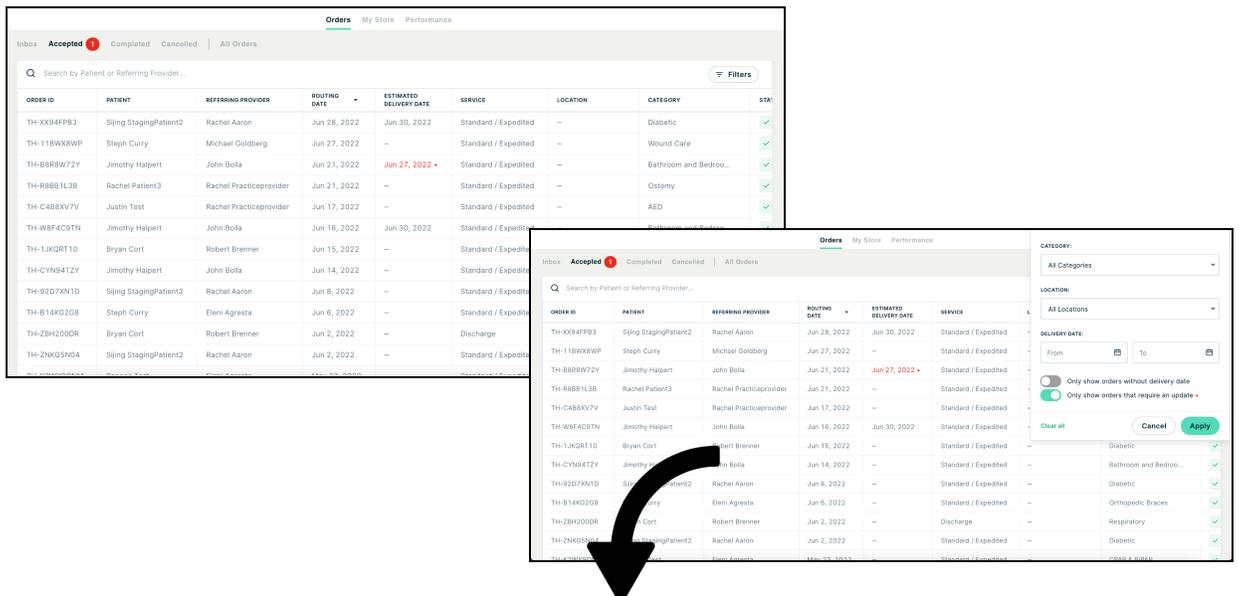


Note: This will help your team easily find orders that need to be marked complete or updated via comments through sorting, filtering, and reminding you later. We recommend you set the estimated date of delivery somewhere within the order's designated SLA. See below for SLAs by sub product category.

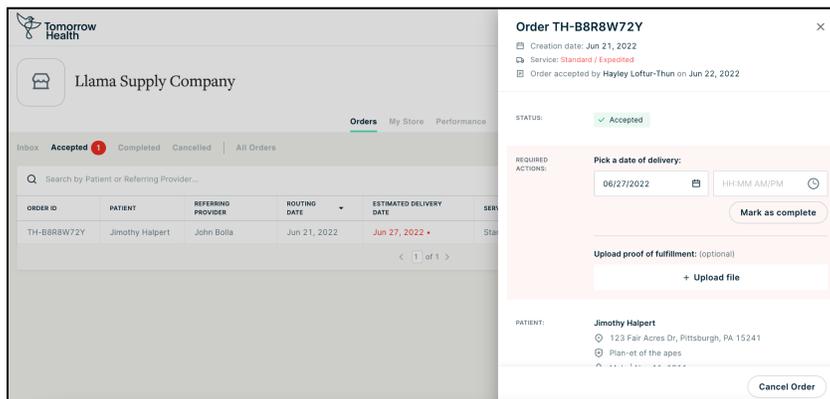
2. Easily track orders which have breached their estimated date of delivery

You will see a red dot with the number of orders you have which have breached their estimated date of delivery in your Accepted tab.

Quick tip: To easily find these orders click on the Filters button and filter by orders that require an update. They will also be highlighted red in the estimated date of delivery column.



3. Mark complete orders which have been delivered. If the order has not yet been delivered make sure to leave a comment, providing the most recent status of the order.



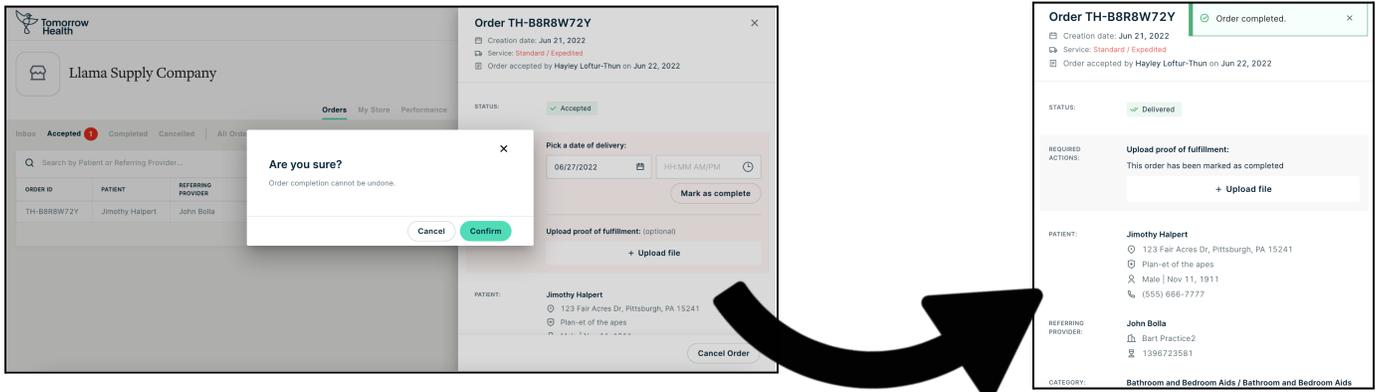
The screenshot shows the Tomorrow Health interface for Llama Supply Company. On the left, there is a table of orders with columns for Order ID, Patient, Referring Provider, Routing Date, and Estimated Delivery Date. The order TH-B8R8W72Y is highlighted. On the right, a modal window for 'Order TH-B8R8W72Y' is open, showing the order status as 'Accepted'. It prompts the user to 'Mark as complete' by selecting a date of delivery (06/27/2022) and a time (HH:MM AM/PM). There is also an option to 'Upload proof of fulfillment (optional)'.

Quick tip: For a shortcut, click the calendar icon to select the date instead of typing in the date manually. The time will automatically default to noon that day. We only require time of delivery for urgent or discharge orders.

All urgent orders must be marked as complete within 24 hours of the order being accepted through our marketplace. Standard orders do not need a timestamp. See below for implications of non-adherence.

Optional: You may still upload Proof of Delivery (POD) for an order. Orders with POD will not be subject to review. At any time, you can go back to an order and upload POD.

4. Click Mark as complete and confirm  
Once an order has been marked as complete, Tomorrow Health will send a survey to the patient to verify that the item was delivered.



Orders My Store Performance

Inbox **Accepted** 1 Completed Cancelled All Orders

Search by Patient or Referring Provider...

ORDER ID	PATIENT	REFERRING PROVIDER	ROUTING DATE	ESTIMATED DELIVERY DATE	SERVICE	LOCATION	CATEGORY	STATUS
TH-B8R8W72Y	Jimothy Halpert	John Bolla	Jun 21, 2022	Jun 27, 2022	Standard / Expedited	—	Bathroom and Bedroo...	Accepted

Rows per page 25

### Implications of workflow non-adherence

1. If urgent orders are not marked as complete within 24 hours of delivery, performance within our platform metrics will be severely impacted, potentially impacting future order volume.
2. If orders are not marked as complete:
  - a. Orders are still required to be marked as complete along with an accurate date of delivery.
  - b. If orders are not being marked as complete for extended periods of time, this will impact your performance metrics and potentially impact future order volume.
3. If patients indicate that they have not received the items, or the verification exercise shows that items were not delivered when indicated:
  - a. If more than 90% of orders are non-compliant (not delivered when they were indicated to be delivered), we will reach out to collect more information / conduct a secondary verification exercise.

- b. If the supplier remains non-compliant based on the additional information or secondary verification exercise, the supplier will be required to go back to the original workflow whereby a POD document is required to be uploaded for each order to be marked as complete in the marketplace.

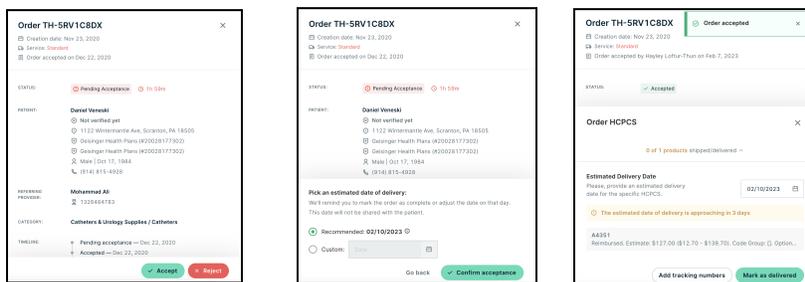
### Marking Orders as Complete (drop shipped items)

Marking orders as complete within the Tomorrow Health marketplace is critical to ensuring end-to-end order status visibility for referring providers, patients, health plans, and members of your team. Suppliers are required to mark all orders as complete as soon as they are delivered to the patient within the recommended turnaround time SLA (see section: “Turnaround Time Expectations / SLAs”). To mark an order as complete, simply input the tracking number associated with the order and the order will automatically be marked complete by the system upon delivery. Note: you can also add tracking information on a HCPCS level if the items ship separately.

Orders with tracking numbers associated do not require and will not be subject to our verification exercise. We accept the following tracking couriers: FedEx, UPS, USPS, and more! If you don’t see your courier here reach out to us at [dmeservices@tomorrowhealth.com](mailto:dmeservices@tomorrowhealth.com)

### How to Mark Orders as Complete:

1. Upon order acceptance, set an estimated date of delivery.



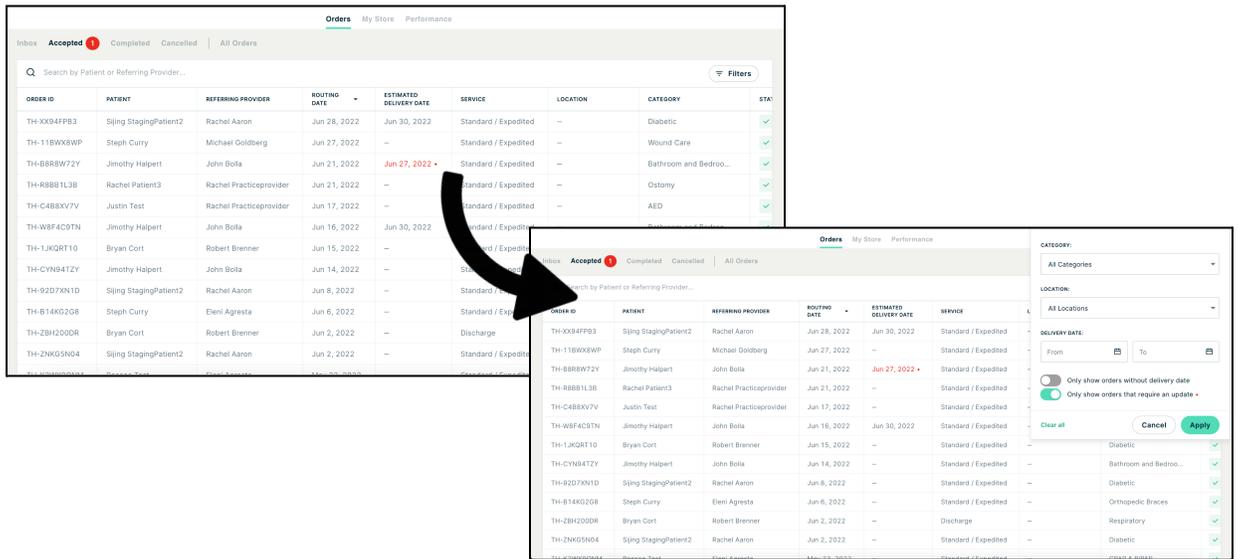
Note: This will help your team easily find orders that need to be marked complete or updated via comments through sorting, filtering, and reminding you later. We automatically suggest the estimated date of delivery based on the order’s designated SLA. See below for SLAs by sub product category.

Note: you can also add the tracking number during this step as well.

2. Easily track orders which have breached their estimated date of delivery

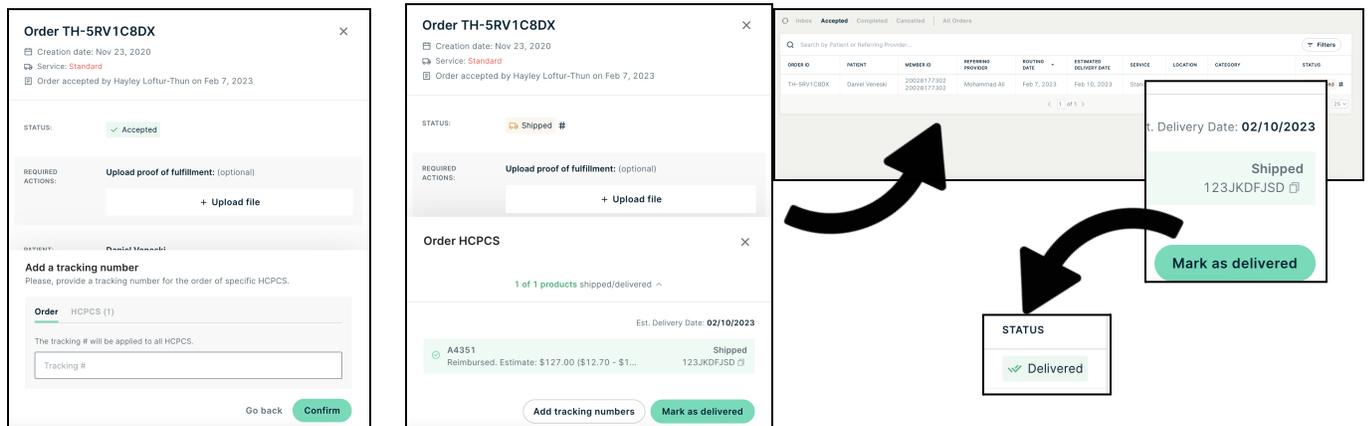
You will see a red dot with the number of orders you have which have breached their estimated date of delivery in your Accepted tab.

Quick tip: To easily find these orders click on the Filters button and filter by orders that require an update. They will also be highlighted red in the estimated date of delivery column.



The screenshot shows the 'Orders' dashboard with a table of orders. The 'ESTIMATED DELIVERY DATE' column has a red dot next to 'Jun 27, 2022' for order TH-888W72Y. A 'Filters' button is located in the top right corner of the table area.

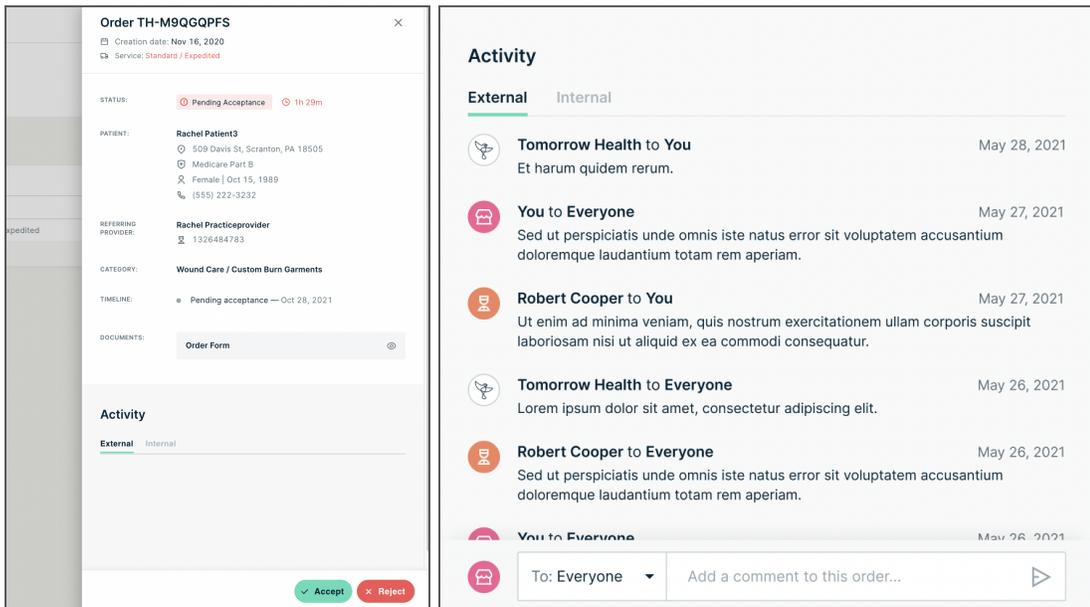
- Once you add the tracking number the order will automatically move into the completed status once the order is delivered. Note: the order will say Shipped once there is a tracking number, regardless of if it has actually shipped. Once it ships it will remain in the shipped status until delivered.



The sequence shows the order status progression:
 

- Order TH-5RV1C8DX**: Status is 'Accepted'. Action: 'Add a tracking number'.
- Order TH-5RV1C8DX**: Status is 'Shipped #'. Action: 'Mark as delivered'.
- Order TH-5RV1C8DX**: Status is 'Delivered' in the main dashboard.

## Messaging



The screenshot displays the 'Order TH-M9QGQPF5' detail view. On the left, the order status is 'Pending Acceptance' (1h 29m). Patient information includes Rachel Patient3, 509 Davis St, Scranton, PA 18505, Medicare Part B, Female, Oct 15, 1989, (555) 222-3232. Referring provider is Rachel Practiceprovider, 1326484783. Category is Wound Care / Custom Burn Garments. Timeline shows 'Pending acceptance' on Oct 28, 2021. Documents include 'Order Form'. At the bottom are 'Accept' and 'Reject' buttons.

The right panel shows the 'Activity' feed with tabs for 'External' and 'Internal'. Messages include:

- Tomorrow Health to You** (May 28, 2021): Et harum quidem rerum.
- You to Everyone** (May 27, 2021): Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium totam rem aperiam.
- Robert Cooper to You** (May 27, 2021): Ut enim ad minima veniam, quis nostrum exercitationem ullam corporis suscipit laboriosam nisi ut aliquid ex ea commodi consequatur.
- Tomorrow Health to Everyone** (May 26, 2021): Lorem ipsum dolor sit amet, consectetur adipiscing elit.
- Robert Cooper to Everyone** (May 26, 2021): Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium totam rem aperiam.
- You to Everyone** (May 26, 2021): [Message content partially obscured]

At the bottom of the activity feed is a 'To: Everyone' dropdown and a text input field 'Add a comment to this order...' with a send button.

You can send messages to Referring Providers who submitted an order through our digital platform from from the order detail view. Messages can be used to ask questions about an order and provide status updates. We highly encourage you to use commenting before calling, emailing, or faxing.

There are two different messaging areas in the order detail view - “Internal” and “External” messaging:

1. Please use the “**External**” messaging section to communicate with referring providers about an order. Note, referring providers, Tomorrow Health, and your team will be able to also view these messages.
2. Please use the “**Internal**” messaging section to communicate with your coworkers and Tomorrow Health. Sending a message to “Internal” will make the comment only visible to your internal staff and the Tomorrow Health team.

## Canceling an Order

**Order TH-J7Y8QJDW** ✕

📅 Routing date: Jun 6, 2021  
 📄 Service: **Standard**  
 📅 Order accepted by **Thomas Smith** on Jun 7, 2021

---

STATUS: Not delivered

REQUIRED ACTIONS: **Upload proof of fulfillment:**

+ Upload file

Save

---

PATIENT: **Laurie Jacobs**  
 🏠 Medicare (#638023)  
 🏠 Geisinger Health Plans (#984247)  
 ♀ Female | Apr 10, 1973  
 📞 267-452-8026

DELIVERY LOCATION: **Hospital**  
 📍 4001 L St, Philadelphia, PA 19124

REFERRING PROVIDER: **Robert Cooper**  
 🏠 Geisinger Sleep Clinic  
 📞 9842471434

CATEGORY: **Orthoses / Spinal Orthoses**

TIMELINE: ● Pending acceptance — Jun 7, 2021

Cancel order

**Cancellation reason:**

- Unable to reach patient
- Product is temporarily out of stock
- Product or brand is not carried
- Resupply order: the patient does not need supplies at this time
- Patient is not eligible for supplies and has been made aware
- Patient no longer wants or needs supplies
- Other

Reason...

[Go back](#)

Confirm cancellation

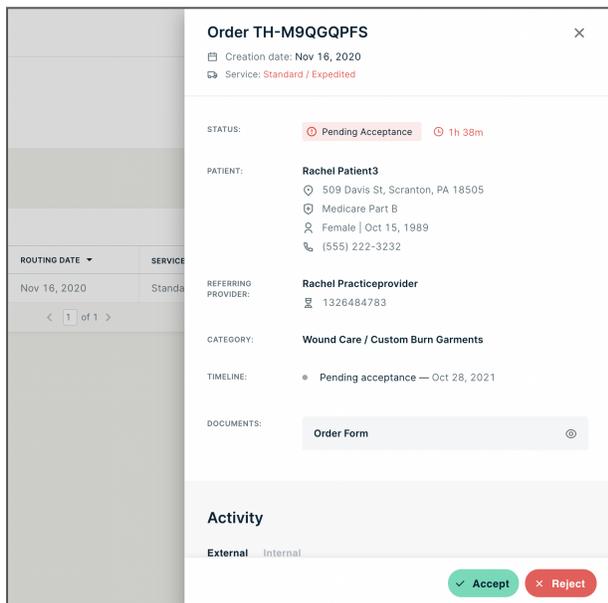
Click “Cancel order” then provide the reason for cancellation.

## Documentation

Any order that requires a new prescription should be sent to Tomorrow Health. Following submission, Tomorrow Health will review the order and send it to a supplier through the DME portal. Tomorrow Health will also include a note to indicate what documentation is still outstanding. [DMEPOS suppliers are responsible for collecting documentation based on the payer’s requirements.](#)

Note: If a member 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.

- **Documentation required to service a new order:** work directly with members or their providers regarding modified prescriptions, and other documentation.
- **New prescription required to service a new order:** If the member’s needs are drastically different and an entirely new set of clinical criteria must be evaluated, please contact Tomorrow Health at [orders@tomorrowhealth.com](mailto:orders@tomorrowhealth.com), and our team will help to procure a new prescription. Click on the “Documents” link to review documentation attached to the order.



The screenshot shows a web interface for an order. The order ID is TH-M9QQPFS, created on Nov 16, 2020, with a service level of Standard / Expedited. The status is 'Pending Acceptance' with a 1h 38m timer. The patient is Rachel Patient3, located at 509 Davis St, Scranton, PA 18505, with Medicare Part B, female, born Oct 15, 1988, and phone (555) 222-3232. The referring provider is Rachel Practiceprovider, ID 1326484783. The category is Wound Care / Custom Burn Garments. The timeline shows 'Pending acceptance' on Oct 28, 2021. A document titled 'Order Form' is attached. At the bottom, there are 'Accept' and 'Reject' buttons.

## Order Matching Process

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
<b>Cost</b>	<b>HCPCs unit cost</b>	Average unit cost by HCPCs code
<b>Quality</b>	<b>CSAT score</b>	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.
	<b>Cancellation rate</b>	Average proportion of orders that are canceled after originally being placed due to supplier driven reasons. Suppliers are not penalized for patient driven cancellations.
	<b>Response time</b>	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.
	<b>Order processing time</b>	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.</i>
	<b>Urgent orders delays</b>	Average proportion of urgent orders that were not marked as complete within 1 day of delivery to the patient.
	<b>Discharge delays</b>	Average proportion of urgent orders that were not delivered to the patient within 1-2 days of acceptance. See urgent order SLAs.
	<b>CPAP adherence</b>	Percent of CPAP orders serviced with continuous use for at least 3 months out of all CPAP orders serviced for that supplier

### Turnaround Time Expectations / SLAs

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

<b>Product Category</b>	<b>Standard SLA (max. days)</b>	<b>Urgent SLA (max. days)</b>
<b>Respiratory</b>		
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
<b>Mobility</b>		
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
<b>Sleep</b>		
BiPAP	14	2
CPAP	14	2
<b>Postpartum</b>		



Biliblankets	5	1
Breast Pumps	5	2
<b>Diabetic</b>		
Breast Prostheses	5	2
Diabetic Supplies	14	2
Therapeutic Shoes	30	2
Prosthetics	20	2
Lower Limb Prostheses	20	2
<b>Urology</b>		
Catheters	3	2
<b>Nutrition</b>		
Enteral Nutrition	3	2
Nutrition	3	2
Parenteral Nutrition	3	2
<b>Wound Care</b>		
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
<b>Ostomy</b>		
Ostomy Supplies	3	2
Incontinence		
Incontinence Supplies	3	2
<b>Orthoses</b>		
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
<b>Other</b>		
Speech Generating Devices	7	2
Transcutaneous Electrical Nerve Stimulators (TENS)	14	2
Orthopedic Braces	14	2

### Warm Transferring Orders After Order Acceptance

DMEPOS suppliers should not “warm transfer” an order, or send an order on the backend, to another supplier after accepting it from Tomorrow Health. If you are unable to service an order for any reason after accepting it, you should indicate why with our commenting feature and provide Tomorrow Health with appropriate notice. As a best practice, suppliers should verify that they can indeed service an order before accepting it; if not, you should reject it upfront.

Claims for suppliers that process and service orders after receiving them through a warm transfer from another DME supplier will be denied.

### Working with Members

After you accept an order from your Tomorrow Health Order Portal, you will be responsible for reaching out to the member, as usual, to arrange for product delivery or pick-up. If a member has questions about their equipment, supplies, or service, they should continue to reach out to you directly.

### Collecting Member Insurance and Payment Information

Once you accept an order request, you are responsible for collecting all details around a member’s individual needs, including necessary information such as Assignment of Benefits and payment details. **Tomorrow Health will not collect this information on your behalf and will not be involved in payment collection.**



## Authorizations and Claims Submission

**Submitting Authorizations:** There are no changes to how you submit authorizations to the payer, and you should still request authorization for services that require it directly from the member's health plan. For further detail on how to submit authorization please refer to the payer for more information.

**Submitting Claims:** There are no changes to how you submit claims for reimbursement to the members' insurance. Your provider contract and fee schedule remains directly between you (the DME supplier) and the member's health plan. Importantly, **claims for services that have not first come through Tomorrow Health will be denied by the payer.** If you believe your claim for an order that came through Tomorrow Health was incorrectly denied, there are two possible reasons:

1. Denial for order not coming through Tomorrow Health; if you'd like to dispute this denial, please contact Tomorrow Health at [insurancesupport@tomorrowhealth.com](mailto:insurancesupport@tomorrowhealth.com). Please include the following information in your email:
  - a. Member Name
  - b. Member Insurance ID Number
  - c. Date of Service
  - d. HCPCS Code(s)
  - e. TIN billed under
  - f. Reason why you believe denial is incorrect
2. Other Denials (e.g. Eligibility, Network Status, Benefit Limits): submit reconsideration requests directly to the payer through their standard dispute channels

## Member Transitions to Partner Plan

In the event a member changes their insurance provider to one of Tomorrow Health's partner payers during their rental period, please complete the Member Changing Insurance form. To be successfully reimbursed by the health plan, we ask you to 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](#).

## Partner Plan as the Secondary Payer

In the case that Tomorrow Health receives an order where the partner plan is the secondary payer, Tomorrow Health will send the order to DMEPOS suppliers who accept both insurances to prevent delays and ensure that members receive



the care they need. If they accept the order, DME suppliers should follow their standard processes for servicing the order. When submitting claims, they should submit to the primary payer and then submit to the secondary (or have the claim auto-routed in the case of Medicare).

### Servicing Members in Retail Locations

If a member attempts to place a DMEPOS order at a retail location, suppliers can service that member per their normal processes. All post-service orders should be submitted directly through their Tomorrow Health account via the platform.

Step 1. Click the “New Order” button

The screenshot shows the Llama Supply Company interface. At the top right, there is a green button labeled '+ New Order'. Below this, there are navigation tabs for 'Orders', 'My Store', and 'Performance'. The 'Orders' tab is active, showing a sub-menu with 'Inbox', 'Accepted' (with a red notification badge), 'Completed', 'Cancelled', and 'All Orders'. A search bar is present with the text 'Search by Patient or Referring Provider...'. Below the search bar is a table with the following data:

ORDER ID	PATIENT	REFERRING PROVIDER	ROUTING DATE	SERVICE	CATEGORY	STATUS
TH-VRVGTMSG	Zachary Gittelman	Jason Aaronson	Jul 9, 2022	Standard / Expedited	Bathroom and Bedroom Aids	Pending Acceptance

At the bottom of the table, there is a pagination control showing '< 1 of 1 >' and a 'Rows per page' dropdown set to '25'.



## Step 2. Follow the guided questions and attach any required documents

Tomorrow Health

You are submitting in behalf of:  
Llama Supply Company

- Service
- Patient
- Product Selection
- Documentation
- Signature
- Review & Send

HIPAA COMPLIANT  
ACHC ACCREDITED

Our platform is HIPAA compliant and ACHC-accredited. Your data is safe.

Cancel Order ✕

Step 1 of 6

### Let's start with order servicing.

Please follow this workflow for members in retail and supply closet orders only.  
More information can be found in the [DME Manual](#).

Did the patient already receive the order?

Yes

No

Continue

## Step 3. After submitting the order it will move directly into your "Completed" orders tab. You can submit your claim the same day or next day

**Congratulations!**

The order has been marked as completed.

View the completed order



As a component of the documentation package, suppliers are required to submit a member preference form that includes the member's signature to verify patient choice.

The patient preference 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](#).

### **Redirecting Inbound Phone Orders from Members**

If members attempt to place a DME phone order directly with you, you should guide them to Tomorrow Health's phone line at 844-402-4344 to submit their orders with one of our member-supporting Care Advocates. Tomorrow Health will work with members to understand their options and which DME suppliers most optimally meet their needs based on quality and servicing factors.

Additionally, members will have the opportunity to indicate patient choice when submitting the order. When patient choice is included, the order will then be routed to the vendor indicated during the conversation with the Care Advocate.

### **Respecting Patient Choice**

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.

### **Ongoing Resupply Orders**

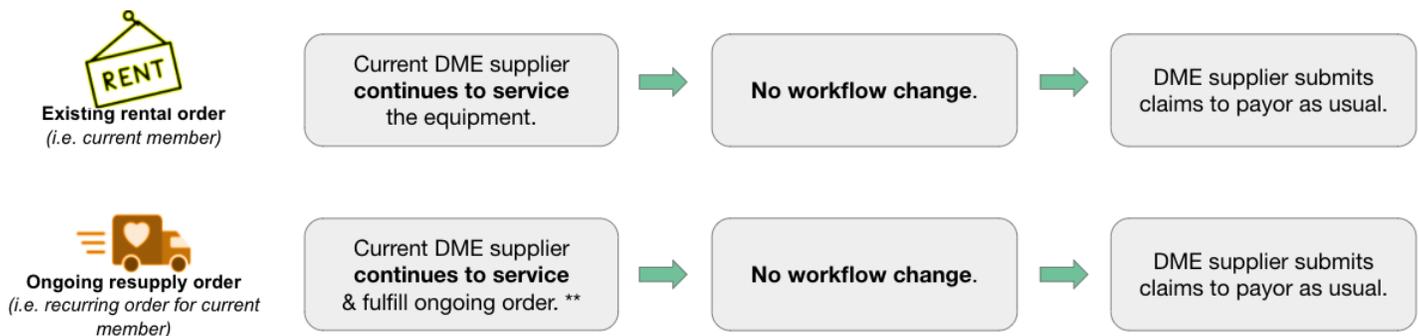
All decisions about which DME suppliers service a particular member are determined by member choice and how a supplier compares with other suppliers within the Tomorrow Health platform for a specific order.

### **Tomorrow Health Resupply Program**

Through the Resupply Program, our team will reach out to members whose resupply orders are upcoming for Rx renewal to understand their degree of satisfaction with their current supplier. If the member expresses that they are unhappy with the current provider, Tomorrow Health will offer an opportunity to transition to another INN DME provider. See below for details on the tactical workflow:

## How It Works (FAQs)

- Tomorrow Health will identify orders / members who are upcoming for Rx renewal by using a combination of data sources (see FAQ #7).
- Once a resupply order that is upcoming for prescription renewal is identified, we will reach out to the member no later than 30 days in advance of Rx termination.
- Tomorrow Health will contact patients with upcoming prescription renewals and initiate a conversation about the member's degree of satisfaction with their current supplier.
  - If the member indicates that they are unhappy with their current supplier, Tomorrow Health offers them the opportunity to switch to another INN, higher quality supplier.
- The Resupply Program is driven by patient choice - members must opt into it. If the patient opts in to switching to an alternative supplier, the resupply order will be sent to the new DME supplier through the Tomorrow Health portal.
  - The previous supplier will be notified of the patient switch. (See FAQ #10)
- Existing rentals for equipment: Existing rentals for equipment (e.g. oxygen equipment, wheelchairs) that began prior to the payer partnership. You should continue to serve these members.
- New prescription required to service an existing order: If the member's needs are drastically different and an entirely new set of clinical criteria must be evaluated, please contact Tomorrow Health at [orders@tomorrowhealth.com](mailto:orders@tomorrowhealth.com) and our team will procure a new prescription and an updated set of medical records for you.
- Documentation required to service an existing order: you may work directly with members or their providers regarding modified prescriptions and required documentation.
- New resupply orders: All NEW resupply order prescriptions must come through the Tomorrow Health platform in order to be reimbursed by the health plans. If you receive a new resupply order directly from a RP, you must redirect them to place their order through the Tomorrow Health platform.





## On-site DME

### On-site - Co-located DME

If a DME supplier is located onsite - or co-located - at a referring provider facility, referring providers should still submit orders through Tomorrow Health. Tomorrow Health will work with members to understand their options and which DME suppliers most optimally meet their needs based on quality and servicing factors.

Referring providers will have the opportunity to indicate patient choice on the order form directly in the Notes section. When patient choice is included, the order will then be routed to the vendor indicated on the order form.

### On-site - Dispensing Bedside Products Onsite Supply

If a DME supplier is located onsite at a referring provider facility, referring providers should still submit an order to Tomorrow Health. Tomorrow Health will work with members to understand their options and which DME suppliers most optimally meet their needs based on quality and servicing factors

Referring providers will have the opportunity to indicate patient choice on the order form directly in the Notes section. When patient choice is confirmed, the order will then be routed to the vendor indicated on the order form.

### On-site - Dispensing Bedside Products

Directly submit an order through the Tomorrow Health platform via your organization's account.

Step 1. Click the "New Order" button

Llama Supply Company + New Order

**Orders** My Store Performance

Inbox Accepted 2 Completed Cancelled All Orders

Search by Patient or Referring Provider... Filters

ORDER ID	PATIENT	REFERRING PROVIDER	ROUTING DATE	SERVICE	CATEGORY	STATUS
TH-VRVGTMSG	Zachary Gittelman	Jason Aaronson	Jul 9, 2022	Standard / Expedited	Bathroom and Bedroom Aids	<span style="color: red;">⊘ Pending Acceptance</span>

< 1 of 1 >

Rows per page 25



Step 2. Follow the guided questions and attach any required documents

Tomorrow Health

You are submitting in behalf of:  
Llama Supply Company

- Service
- Patient
- Product Selection
- Documentation
- Signature
- Review & Send

HIPAA  
ACHC

Our platform is HIPAA compliant and ACHC-accredited. Your data is safe.

Cancel Order X

Step 1 of 6

### Let's start with order servicing.

Please follow this workflow for members in retail and supply closet orders only. More information can be found in the DME Manual.

Did the patient already receive the order?

Yes

No

Continue

Step 3. After submitting the order it will move directly into your “Completed” orders tab. You can submit your claim the same day or next day





### Congratulations!

The order has been marked as completed.

View the completed order

## On-site - Supply Closet Products



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. **You must then directly submit all information and documentation directly through your Tomorrow Health account, via the platform.**

Please see the above identical instructions for dispensing beside products.

#### **Supply Closet Products: Orthotics**

Please see the above identical guidance and instructions are dispensing besides products.

#### **Repairs & Replacement Parts**

Members should work directly with you (the DME Supplier that provided their DME) for any repairs/replacement. If a member does contact Tomorrow Health directly regarding repairs/replacements, Tomorrow Health will direct them to contact you (and provide this contact information, if available).

If you make repairs or add replacement parts and wish to bill the payer for them, you must submit copies of the documentation to Tomorrow Health at least 1 week prior to submitting claims to the health plan for reimbursement.

Repair & Replacement part documentation should be faxed to **855-916-1805** and must contain the following information:

- Member Name
- Member Insurance ID
- Servicing Provider TIN
- Servicing Provider NPI
- All items dispensed
- An itemized breakdown of the repaired/replaced parts (Part Name & HCPCS code)
- Outline of the initial complaint from the recipient that prompted the repair evaluation
- Outline of the service repair documentation from the technician describing the steps taken to determine need and what was found during the wheelchair evaluation

#### **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 when an order is submitted directly to them. 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.

If a CRT order is routed to you by Tomorrow Health through our supplier portal, you should upload mark orders as complete post-service to provide our team with visibility into the status of an order.

**K Codes (Power Mobility Devices):**

K0005	K0018	K0044	K0069	K0669	K0813	K0826	K0839	K0853	K0863	K0884
K0008	K0019	K0045	K0070	K0733	K0814	K0827	K0840	K0854	K0864	K0885
K0009	K0020	K0046	K0071	K0739	K0815	K0828	K0841	K0855	K0868	K0886
K0010	K0037	K0047	K0072	K0800	K0816	K0829	K0842	K0856	K0869	K0890
K0011	K0038	K0050	K0073	K0801	K0820	K0830	K0843	K0857	K0870	K0891
K0012	K0039	K0051	K0077	K0802	K0821	K0831	K0848	K0858	K0871	K0898
K0013	K0040	K0052	K0098	K0806	K0822	K0835	K0849	K0859	K0877	K0899
K0014	K0041	K0053	K0105	K0807	K0823	K0836	K0850	K0860	K0878	K0900
K0015	K0042	K0056	K0108	K0808	K0824	K0837	K0851	K0861	K0879	
K0017	K0043	K0065	K0462	K0812	K0825	K0838	K0852	K0862	K0880	

**E Codes (Power Wheelchair Accessories):**

E0636	E0982	E1016	E2204	E2219	E2311	E2340	E2367	E2383	E2398	E2620
E0637	E0983	E1020	E2205	E2220	E2312	E2341	E2368	E2384	E2602	E2621
E0638	E0984	E1029	E2206	E2221	E2313	E2342	E2369	E2385	E2603	E2623
E0641	E0986	E1030	E2207	E2222	E2321	E2343	E2370	E2386	E2604	E2624
E0705	E0988	E1031	E2208	E2224	E2322	E2351	E2371	E2387	E2605	E8000
E0952	E0992	E1035	E2209	E2226	E2323	E2358	E2372	E2388	E2608	E8001
E0953	E0995	E1161	E2210	E2228	E2324	E2359	E2373	E2389	E2609	E8002
E0954	E1002	E1225	E2211	E2231	E2325	E2360	E2374	E2390	E2612	
E0957	E1007	E1232	E2212	E2291	E2326	E2361	E2375	E2391	E2613	
E0958	E1008	E1233	E2213	E2292	E2327	E2362	E2376	E2392	E2614	
E0959	E1010	E1234	E2214	E2293	E2328	E2363	E2377	E2394	E2615	
E0966	E1012	E1399	E2215	E2294	E2329	E2364	E2378	E2395	E2616	
E0974	E1014	E2202	E2217	E2300	E2330	E2365	E2381	E2396	E2617	
E0981	E1015	E2203	E2218	E2310	E2331	E2366	E2382	E2397	E2619	

If the partner health plan is not the primary payer and a CRT order still comes to Tomorrow Health, we will route the order to the DMEPOS provider best suited to fulfill it and ensure that the member is receiving the care/service needed. In this case, you should service the order and follow the workflow defined above to be reimbursed accordingly by the health plan.