

Your Trusted Partner in Home Based Care

Geisinger Health Plan is working with [Tomorrow Health](#) to streamline ordering and access to home medical equipment supplies for GHP members. Tomorrow Health coordinates amongst the DMEPOS suppliers in GHP's existing network to ensure patient orders are serviced with accuracy, speed, and exceptional service.

Diabetic Shoe Ordering Reference Guide for Primary Practice Providers

To streamline diabetic shoe orders, the team at Tomorrow Health has worked closely with Geisinger Health Plan and DME suppliers to create a reference guide for clinical staff. Please refer to this guide to ensure all necessary documentation is included prior to submitting orders through the Tomorrow Health platform. Without the documentation below, DME suppliers will be unable to fulfill these requests.

Top Reasons Orders are Delayed or Rejected

1. The prescribing provider is not an MD/DO (can not be signed by NP/PA)
2. Missing office notes mentioning patient has diabetes
3. Missing latest A1C value
4. Foot exam signed off by MD/DO (Can be performed by any staff member)

Prescription or Dispensing Order should include:

(Section 1, 2, & 3 are included on Tomorrow Health order form)

☐ 1. Patient information

- a. Patient Name
- b. Patient Date of Birth
- c. Patient Contact Information (a valid phone number or email)
- d. Patient Address
- e. Patient's primary & secondary insurance carrier and member ID

☐ 2. Patient Diagnosis and Product Information

- a. ICD-10 or diagnosis - Diabetes Mellitus or other related diagnosis (EX: Diabetes with diabetic neuropathy)
- b. Length of Need (typically 12 months)
- c. Products being ordered (Ex. Diabetic footwear, non-custom - Pair & 3 Custom molded inserts)

☐ 3. Provider Information

- a. Prescriber Name - Must be an MD/DO
- b. Prescriber NPI
- c. Prescriber Signature
- d. Date of Signature

Documentation REQUIRED to be attached with the order

- ☐ Office or telehealth visit notes including the diabetic care plan
 - a. Must be within 6 months prior to the order.
 - b. Office note must be completed by an MD/DO (office notes written by NP/PA's and signed off by MD/DO are not acceptable)
- ☐ Standard Certifying Statement form signed by the primary care physician (NP/PA can not sign this statement)
- ☐ A1C Blood Test Results
 - a. Results must be within 6 months of the order date.
- ☐ Dedicated foot exam (Required to be completed by PCP or Podiatrist*)
 - a. This exam can be performed by an MD/DO, DPM, or PA/NP.
 - b. Exam must be completed within 6 months of order.
 - c. If performed by someone other than MD/DO, then MD/DO must sign off on the foot exam.

If the primary care office is not completing the foot exam, this exam needs to be completed by a podiatrist. If the patient does not have a podiatrist referral for this exam, TH will match the order with a DME supplier that has in house podiatry.