

## HOW TO ORDER COMPRESSION GARMENTS FOR A NEW PATIENT

- Fax the following: Patient's demographics.
- Measurement Form or Pump Order Form.
- Plan of care signed by the doctor.
- Completed Script signed by doctor.
- Signed Authorization For Release Of Medical Records & Hipaa Acknowledge Form.
- How will patient receive product, store pickup, Therapist or Clinic or home.

Note: Most Custom Measuring Form can be located in our forms.

We will contact the patient to discuss benefits and collect payment.

**PLEASE PROVIDE CURRENT CONTACT INFORMATION FOR YOUR PATIENTS. PLEASE LET THE PATIENT KNOW THAT SOMEONE FROM STILL ME WILL BE CONTACTING THEM REGARDING THEIR ORDER.** (If we can not reach the patient then that will cause a delay in the ordering process.)

### Once the Formal Referral is Received

We contact the patient and review/collect the financial responsibilities for his/her medical products, explain the authorization process (if applicable) and verify placement of his/her orders for medical products as needed. For patients with Commercial Insurance or Medicare Secondary Insurance coverage for their products, they will be required to pay out of pocket for the deductible or coinsurance that may be due and collected before or at the time of delivery of the product.

We obtain a Certificate of Medical Necessity from the referring physician if not faxed with the order. This certificate is then submitted to the insurance company for authorization (if applicable) and is used to file the claim for payment of the medical products.

### What if the Compression Product does not fit, need a different compression or fabric?

Still Me Inc honors all the manufacturers' return and remake policies at our expense. Lymphedema therapists prefer to measure their own patients. You're already taking many of the same landmark measurements needed for compression products. You can measure your patients for the right products (READY TO WEAR or CUSTOM per patient condition) for successful home management of their Lymphedema and/or Chronic Venous Disease.

*We appreciate your referrals and look forward to working with you!*

If you need any help please reach out to your Compression Specialist:

◆ South Louisiana ◆ Mississippi Gulf Coast

Jessica Shaughnessy 225-241-0688 [jessica@stillmeinc.com](mailto:jessica@stillmeinc.com)

◆ North Louisiana ◆ Vicksburg & Jackson Mississippi

Brittany Faulkenberry 318-282-0400 [faulkenberryb@stillmeinc.com](mailto:faulkenberryb@stillmeinc.com)

◆ Alabama ◆ Mississippi (Not Vicksburg, Jackson or Gulf Coast) ◆ Florida Panhandle

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