



**We're so swell - you don't have to be  
Compression wear it counts.**

Specialists in Venous & Lymphatic Insufficiencies

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ACCREDITED BY THE JOINT COMMISSION • OFFICIAL LANA SPONSOR

## **HANDOUT FOR NEW PATIENTS**

Thank you for allowing us the opportunity to assist you with your garment orders. We look forward to our new and ongoing relationship. Luna Medical, Inc. is solely dedicated to providing compression therapy products for patients diagnosed with Lymphedema and Chronic Venous Disease. Our main billing office and corporate headquarters are located in Chicago, Illinois and we have been working with lymphedema treatment programs nationwide since 1996. Our services include assistance in obtaining authorizations for coverage of lymphedema medical products from the insurance company, insurance billing and case management.

### **IMPORTANT INFORMATION REGARDING LYPHEDEMA PRODUCTS ORDERS**

Luna will verify your insurance benefits for medical products and we will call you to tell you what your deductible and/or co-payment could be after the claim is processed. Unless your coverage is currently payable at 100%, we cannot order garments until we have a verbal OK from you that you accept the possible amount due. We do not bill you until your claim is paid by the insurance company and if claims from other providers are processed before our claim, the amount quoted may be less. If Luna calls and leaves a message, be sure to call us back at our toll free number 1-800-380-4339 or email us through our online portal at [www.lunamedical.com](http://www.lunamedical.com). Due to the HIPPA Privacy act, Luna is unable to leave a message detailing this information on your voicemail; however we can email you this information.

### **Additional garments**

A quantity of two sets of elastic support (Jobst, Juzo, Medi) for daytime use are acceptable by insurance companies for wash and wear to prevent cellulitis infections. Patients may order daytime, elastic support every 4-6 months. For initial orders, we order one set of elastic support at a time to insure a proper fit, and patients/therapists can contact us to place 2nd orders once this is determined. Patients may order daytime/nighttime, non-elastic support (CircAid, JoVi, ReidSleeve, Tribute) every year, as needed.

**WE WILL BE MAILING A BROCHURE AND A BUSINESS CARD TO YOUR HOME ADDRESS.  
WE WILL CONTACT YOU AFTER WE HAVE RECEIVED MEASUREMENTS FOR YOUR PRODUCTS.**

***Thank you again for the opportunity to assist you with your orders.  
We look forward to working with you!***