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PATIENT REFERRALS ARE SIMPLE AND SEAMLESS

Traditionally, therapists want us to verify the patient's insurance benefits for medical products before they place an order. We realize that once you have begun therapy with your patient, you are interested in knowing what type of coverage they have before discussing what home medical products will benefit them. After we have verified the patient's insurance benefits, we will fax a copy of the benefits to your clinic. Please feel free to provide your patient with a copy of the faxed information and welcome him/her to call us with any questions.

How Do I Refer a New Patient?

To verify benefits, you have 3 options how you want to submit the request to Luna Medical:

1. Fax or email your clinic's face sheet with patient demographics and our signed Notice of Privacy Practices Form
2. Fax or email Luna Medical Referral Form available on our website at www.lunamedical.com (FORMS TAB)
3. We now have our referral form submission available on our website that is encrypted (HIPPA compliant). Your patients can submit these forms directly from their mobile phone or computer. We do request the name of their referring lymphedema therapist so the benefits will be faxed to you.

To make a formal referral, please include:

1. Product Information requested with Measurement Form(s) for Product(s) ordered
 2. Therapist's Initial Evaluation or Luna Clinical History Form (email, fax or encrypted submission)
- ALL MANUFACTURERS' FORMS AND SIZING CHARTS ARE AVAILABLE ON OUR WEBSITE

Once the Formal Referral is Received

We contact the patient and review the financial responsibilities for his/her medical products, explain the authorization process (if applicable) and verify placement of his/her orders for medical products. For patients with Commercial Insurance or Medicare Secondary Insurance coverage for their products, they are billed for any deductible or coinsurance that may be due after the claim is paid by the insurance company.

We obtain a Certificate of Medical Necessity from the referring physician. 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?

Luna Medical 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 (RTW or CUSTOM per patient condition) for successful home management of their Lymphedema and/or Chronic Venous Disease. Sometimes, for example, a patient needs a flat knit stocking to replace the circular knit stocking, a higher compression class or a custom stocking needs to be remade. The manufacturers' understand this and we have 30 days to request a Return Authorization from the date the product was shipped to the patient or lymphedema clinic. Remember, our relationship with your patient is for life. We are here to make sure that their home product needs are met with success. We are here to assist you every step of the way.

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