



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

Greetings,

When it comes to Lymphedema Products and Insurance Coverage or Private Pay, Luna Medical has you Covered! Referring your patients to Luna Medical assures quality service and ongoing support. We proudly take all the responsibility in advocating for insurance coverage for your patients diagnosed with Lymphedema, Chronic Venous Disease and Lipedema. We are a licensed home medical equipment company, solely dedicated to providing medical compression products nationwide. We maintain a Medicare supplier number, national and regional IN-NETWORK insurance contracts, JCAHO accreditation and HIPAA compliancy. We retain electronic clinical records including prescriptions, measurements and order history.

What if it was you or your family member? You would want to be in the hands of a company like Luna to experience the service and lifetime relationship you deserve with our professional and friendly team. We are the folks that function as your extension team. Luna's services and your lymphedema program and/or clinical practice reflect on each other. We understand the physical, psychological and financial implications that these patients experience when dealing with home management. Your patients need a system of support to take control of these chronic conditions and Luna Medical is here to meet their long-term needs.

## WELCOME TO OUR CORPORATE HEADQUARTERS IN CHICAGO, IL PROVIDING MEDICAL COMPRESSION TO THE LYMPHEDEMA COMMUNITY FOR 28 YEARS



### PERSONABLE AND PROFICIENT CUSTOMER SERVICE

- Verification of Benefits
- Obtain Certificate of Medical Necessity (CMN - Commercial) from Referring Physician
- Obtain Standard Written Order (SWO – Medicare) from Referring Physician
- Insurance Authorizations
- Order Compression Products Promptly
- Handle ALL Returns, Alterations & Replacements with NO COST to Patient
- File Claims to Insurance Companies and Networks
- File Appeals on Behalf of Patients
- Bill Flex/Health Savings Accounts
- Consultation with Certified Fitters
- Fitting Appointments
- Private Pay Pricing

## HONEST & TRANSPARENT ABOUT OUR INSURANCE CONTRACTS CONTRACTED IN-NETWORK WITH COMMERCIAL INSURANCE COMPANIES, INSURANCE NETWORKS AND SELF-FUNDED HOSPITAL HEALTHCARE NETWORKS

Anthem BC California  
Anthem BCBS Colorado, Connecticut, Georgia, Indiana, Kentucky, Maine, Missouri, Nevada,  
New Hampshire, Ohio, Virginia, Wisconsin  
Empire BCBS New York (Anthem)  
BCBS Federal (Nationwide)  
BCBS Illinois  
BCBS North Carolina  
Cigna (Nationwide & Preferred Provider)  
Humana (Nationwide)  
TRICARE (Nationwide)  
Veterans Administration

Healthlink (Arkansas, Indiana, Illinois, Missouri)  
Multiplan Network (Nationwide)  
NALC (Nationwide)  
Prominence Health (FL, NV, TX)  
Private Healthcare Systems (Nationwide)

New York-Presbyterian  
Ohio State University  
Orlando Health / Disney

## LUNA MEDICAL PROVIDES ELASTIC SUPPORT FOR DAYTIME, IN-ELASTIC SUPPORT FOR DAYTIME/NIGHTTIME AND COMPRESSION VESTS

Essity, Inc. (Bellisse, Jobst, JoViPak, FarrowWrap)  
Julius Zorn, Inc. (Juzo)  
Lohmann & Rauscher, Inc. (L&R, Solaris)  
LymphedIVAS  
Medi USA, Inc. (CircAid, Medi)  
Pure Medical, Inc. (Pure Night)  
Sigvaris, Inc. (BiaCare, Sigvaris)  
Thuasne (Mobiderm, Therafirm)

## PATIENT REFERRALS ARE SIMPLE AND SEAMLESS

All Manufacturers' Measurement Forms and Sizing Charts  
[www.lunamedical.com](http://www.lunamedical.com) FORMS tab (Manufacturer)

For COMMERCIAL INSURANCE REFERRALS, we will provide an initial, courtesy insurance verification of benefits.

For MEDICARE PART B REFERRALS, we are required to have measurements before we can provide a verification of benefits. After a patient with Medicare Part B benefits has satisfied the \$240 deductible, claims are payable at 80% of the Medicare allowable for the compression products. We will check the Medicare Part B benefits and coinsurance benefits. The patient will be contacted with the courtesy quote of benefits and quoted any possible deductible and/or coinsurance that could be due after the claim pays before placing the orders for the compression products.

**MEDICARE ADVANTAGE PLANS** do not have to follow Medicare Part B guidelines and fee schedules for coverage. A provider has to be contracted IN-NETWORK with the commercial payor for the Medicare Advantage plan. Patients may have limited or no coverage for medical compression products. **At this time, Luna Medical is not able to service Medicare Advantage Plans.**

Luna Medical will obtain a Certificate of Medical Necessity (CMN – commercial insurance) or Standard Written Order (SWO – Medicare) from the referring physician.

## TO PLACE AN ORDER

Fax (888) 696-0299 OR email [customerservice@lunamedical.com](mailto:customerservice@lunamedical.com)  
FORMS tab (Referral Forms – Fax Cover and NPP)

- Clinic Face Sheet
- Insurance Card(s) - copy of front and back  
Required for electronic billing – insurance payer IDs and group number)
- Luna’s signed Notice of Privacy Practices Form (NPP)
- Your Initial Evaluation with a Primary Diagnosis of Lymphedema (required by Medicare)  
ONLY THESE DIAGNOSES ARE COVERED:  
I89.0 Lymphedema, not elsewhere classified  
I97.2 Postmastectomy lymphedema syndrome  
I97.89 Other postprocedural complications and disorders of the circulatory system, not elsewhere classified  
Q82.0 Hereditary lymphedema
- Progress Notes – if custom-made garments are needed, an explanation as to why they are required must be documented in your progress notes (required by Medicare)  
Examples (not all inclusive): does not fit Ready to Wear sizing, limb volume, fibrosis, chronic dorsal swelling, cone shaped limb (proximal portion of limb is significantly greater than distal limb), shelf at ankle, skin/tissue has folds or contours, unable to tolerate the fabric composition of a standard garment, requires custom flat knit for containment, etc.
- Measurements for Product(s)

## REQUEST FOR INSURANCE BENEFITS

Fax (888) 696-0299 OR email [customerservice@lunamedical.com](mailto:customerservice@lunamedical.com)  
FORMS tab (Referral Forms – Fax Cover and NPP)

- Clinic Face Sheet
- Insurance Card(s) – copy of front and back
- Luna’s signed Notice of Privacy Practices Form (NPP)

## ALTERNATIVELY, LUNA OFFERS ONLINE SUBMISSION THAT IS ENCRYPTED AND HIPAA COMPLIANT

Visit Luna Medical’s home page at [www.lunamedical.com](http://www.lunamedical.com) and scroll down to Submit Patient Forms by uploading them OR you or your patient can complete the Online Patient Data Form, Online Clinical History Form and Online Notice of Privacy Practices Form for submission.

## ONCE THE MEASUREMENTS ARE 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. Patients are billed any deductible or coinsurance due after the claim is processed by the insurance company(ies).

We obtain a Certificate of Medical Necessity (CMN) for commercial insurance claims and a Standard Written Order (SWO) for Medicare claims from the referring physician. This CMN is submitted to the insurance company for authorization (if applicable) and used to file the claim for payment of the medical products. Most products do not require prior authorization. Medicare claims will not require prior authorization.

## WHAT IF THE COMPRESSION PRODUCT DOES NOT FIT OR NEEDS A DIFFERENT COMPRESSION OR FABRIC?

Luna Medical honors all the manufacturers' return and remake policies at our expense.

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 require that Luna requests a Return Authorizations within 30 days from the date the product was delivered to the patient.

When requesting a return authorization, please email your request to [customerservice@lunamedical.com](mailto:customerservice@lunamedical.com)

After your patient receives the replacement stocking or garment, we will mail a Return Authorization letter and prepaid FedEx label to ship the product back to the manufacturer so we can get credit to our account. The patient will be instructed to launder the garment prior to shipment.

Remember, our relationship with your patients is for life. We are here to make sure that their compression product needs are met with successful home management of these chronic conditions. We are here to assist you and your patients every step of the way.

## WANT TO SCHEDULE A ZOOM MEETING WITH THE FOUNDER OF LUNA MEDICAL

If you would like to schedule a Zoom meeting with Marianne "Myanna" Luh to discuss any or all of the topics listed, please visit our website and click on the VIRTUAL SERVICES tab or email your request to [mluh@lunamedical.com](mailto:mluh@lunamedical.com)

Lymphedema Products and Insurance Coverage  
Nuances when Measuring for Compression  
Lymphedema Product Options  
How to Refer a Patient  
Discuss a Patient Case  
Virtual Fitting

If you do not see an insurance company, insurance network or self-funded hospital healthcare network listed that you would like to see Luna Medical contracted In-Network with, please email your request to [mluh@lunamedical.com](mailto:mluh@lunamedical.com)

We are continually adding more contracts for compression products nationwide.

*Thank you for your patient referrals from  
Our Luna Team of Patient Care Specialists & Lymphedema Advocates  
We look forward to working with you!*

*We've Got You Covered!*

Marianne "Myanna" Luh  
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National Educator  
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