



Medicare's National Mail-Order Program for Diabetes Testing Supplies

What You Need to Know

If you, a friend, or a loved one has Original Medicare and uses diabetes testing supplies, you should know that Medicare is continuing its National Mail-Order Program that helps you get quality supplies while saving money. This program includes all parts of the U.S., including the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, and American Samoa.

Using a contract supplier

Under the program, you need to use a national mail-order contract supplier for Medicare to pay for diabetes testing supplies that are delivered to your home. **If you've been getting your diabetes testing supplies through the mail and would like to continue to do so, you may need to choose a new supplier starting July 1, 2016.**

If you don't want diabetes testing supplies delivered to your home, you can go to any local store (pharmacy or storefront supplier) that's enrolled with Medicare and get your diabetes testing supplies there.

National mail-order contract suppliers can't charge you more than any unmet deductible and 20% coinsurance. Local stores also can't charge more than any unmet deductible and 20% coinsurance if they accept assignment, which means they accept the Medicare-approved amount as payment in full. Local stores that don't accept Medicare assignment may charge you more than 20% coinsurance and any unmet deductible. If you get your diabetes testing supplies from a local store, check with the store to find out how much you'll pay.

You have certain protections when using a national mail-order contract supplier. National mail-order contract suppliers must:

- Make the same items and services available to people with Medicare that they make available to people without Medicare.
- Make sure you get a particular brand of diabetes testing supplies when a doctor or other health care provider prescribes a particular brand to avoid an adverse medical outcome.
- Never influence or try to convince you to switch your current glucose monitor and testing supplies brand to another brand.

Finding a contract supplier

To find a list of national mail-order contract suppliers online, visit Medicare.gov/supplier, enter your ZIP code, and click "Go." Select "Mail-Order Diabetic Supplies" in the Competitive Bid Categories section, and click the green "Search" button at the bottom of the page.

You can also get a list of national mail-order contract suppliers by calling 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

Get your questions answered

If you have questions or want more information, Medicare has resources to help you understand the program, including Medicare.gov and 1-800-MEDICARE. Medicare Advantage Plans (like HMOs or PPOs) will notify you if the plan's supplier(s) is changing. Contact the plan for more information.

This information is provided by the United States Department of Health and Human Services.