

COMPLIANCE & PROCESS

OUR MISSION AT J&B MEDICAL is to provide customers with the widest variety of medical supplies at the highest-quality and lowest possible prices for your health plan. Along with giving excellent customer service, J&B ensures we are compliant with all State, Federal, CMS, and health plan guidelines and regulations. We strive for consistent compliance and closely follow the process below.

STEP 1: INTAKE & PRODUCT SELECTION

Complete our intake and product selection online to provide us with your demographic, (name, address, etc.), insurance (coverage, co-insurance, deductible, etc.), and product information. If you need assistance, our friendly and knowledgeable staff will help you find the products that are right for you!

STEP 2: ASSIGNMENT OF BENEFITS

CMS and Federal HIPAA laws require you to read and review J&B's Assignment of Benefits Form (AOB) to acknowledge receipt of DMEPOS Supplier Standards, Patient Rights & Responsibilities, and Notice of Privacy Practices. Once reviewed, the signed and dated AOB is required before we can bill your health plan for your supplies. Review the documents and return via mail, fax, email, upload the AOB as soon as possible. You can also complete an electronic version on our member portal.

Haven't signed up for our member portal? Head to portal.jandbmedical.com

STEP 3: PRESCRIPTION

Your health plan, **determined by the supply type and FDA regulations**, requires that we have a prescription on file containing certain information such as your name, date of birth, supplies being ordered, insulin treatment, testing times, quantity, diagnosis, physician's name, signature, and signature date. We can send your physician a request for this information, depending on your health plan, other information may be required.

STEP 4: AUTHORIZATION

Your health plan may require you to meet certain criteria for you to qualify for supplies. This may require J&B to also obtain clinical documentation, treatment plans, downloads, logs, medical history, etc. from your physician. Most plans require the documentation to be from visits within the last 3-6 months. It is important to visit your physician regularly to ensure this documentation can be made available.

STEP 5: PAYMENT

Depending on your health plan and out-of-pocket benefits, **payment of your coinsurance and/or deductible may be required before your order ships.** For your convenience, you can opt to store your payment information to your account, make payments within the member portal, provide payment information to us on your date of service or mail in a check.

STEP 6: SHIPMENT

Once the above steps are completed, we can ship your order by FedEx. A signature is required for shipments containing new insulin pumps.

STEP 7: REORDERS

Your health plan requires you to confirm the need for supplies before your order ships. This can be done 10 days prior to your next date of service by phone, text, member portal, Android or iOS app, or by our automated system (Victor).

QUESTIONS? CALL US:
(800) 737-0045

J&B
MEDICAL SUPPLY