MEDRAXDME / PROVIDER RESOURCE

Diabetes supplies

Referral preparation checklist

CGM, glucose testing, pump supplies and diabetic footwear

Secure referral fax
(480) 372-3067

Professional team
(480) 550-8566

Confirm the recipient and referral arrangement before faxing records. Use your organization's privacy procedures. Ordinary email and the website contact form are not for medical records.

01 **Identify the pathway**
Distinguish a CGM, blood glucose testing supply, insulin pump component or therapeutic shoe request. Ask whether the payer uses its pharmacy or medical benefit.

02 **Match the complete system**
Specify the prescribed model and component. Have the clinical team check sensor, receiver, transmitter and pump compatibility before any substitution.

03 **Prepare relevant clinical support**
Ask which dated evaluation, diabetes treatment information and training documentation the current CGM policy requires. Footwear and pump requests have separate criteria.

04 **Clarify the purpose**
Identify initial therapy, refill, device change or replacement. Share the last dispensing date through the agreed clinical channel if needed to prevent overlapping requests.

05 **Set the next handoff**
Identify who will submit authorization, provide training and answer documentation questions. A callback is not a benefits approval or a shipment reservation.

Coverage checkpoint. Medicare CGM eligibility requires an individual evaluation and applicable coverage criteria. Do not apply CGM criteria to every diabetes product.

Preparation aid only. This is not a prescription, signed order, authorization or coverage decision. MedraxDME is out of network; verify enrollment, plan participation and the dispensing arrangement. Follow the current payer requirements.

Official references

CMS diabetes supply guidance
https://www.cms.gov/files/document/mln7674574-medicare-coverage-diabetes-supplies.pdf

Medicare CGM overview
https://www.medicare.gov/coverage/continuous-glucose-monitors

General coordination: info@medraxdme.com (no medical records).
Team reviews requests Mon-Fri, 8 AM-noon and 1-5 PM Arizona time (MST).