

## FAQs

### MedEQUIP

#### **What is Home Medical Equipment?**

Home medical equipment include items which allow a patient to enjoy the fullest life possible by assisting the patient with any medical needs they may have in their home. For instance, a patient who may have an unsteady gait will benefit from the use of a cane or walker. By offering this assistance, the patient is able to ambulate more freely and live a much independent lifestyle.

#### **What will it cost?**

Please contact our customer service department at (734) 971-0975 or (800) 530-0714

#### **Will my insurance pay for Home Medical Equipment?**

Typically, most payers will offer reimbursement for equipment and/or supplies (urological, ostomy, diabetic testing, wound care, etc...). We will contact your insurance for you and determine your coverage. Should you have any out of pocket costs, we will work with you to understand them and maximize your coverage. We will offer verbal and written communication regarding your benefits.

#### **Do I have to contact my doctor?**

For any Home Medical Equipment and/or medical supplies to be covered, your doctor will have to write a prescription for them. We will assist you with the documentation requirements and file the insurance claims for you.

#### **What is your service area?**

MedEQUIP serves most of southeast Michigan . In addition, we can ship medical supplies to anywhere in the world via UPS. Please contact our customer service department at (734) 971-0975 or (800) 530-0714 for specific locations.

#### **What are your service hours?**

Customer Service representatives are available Monday-Friday from 8:00 AM to 6:30 PM . MedEQUIP is also opened on Saturdays from 8:30 A.M. – 3:30 P.M. Our trained service technicians and Respiratory Therapists are available on-call 24 hours per day for your urgent needs.

#### **Do you offer specialty services?**

MedEQUIP will work with you to obtain any medical equipment and/or medical supplies you may need. We will also work with your insurance company to maximize your coverage. Please contact our customer service staff to arrange for specific items.

#### **Do you deliver and offer instruction?**

MedEQUIP has highly trained delivery technicians and Respiratory Therapists to deliver and ensure you have the maximum help with your home medical equipment. Furthermore, should you encounter a urgent issue or experience a malfunction, they are available 24 hours a day.

**Can you ship me my supplies?**

MedEQUIP can ship your medical supplies to you. We use services provided by UPS to ensure the safe and timely delivery of your supplies.

**What insurances do you accept?**

MedEQUIP can bill Medicare, Medicaid, and most other commercial insurances. Please contact our customer service department at (734) 971-0975 or (800) 530-0714 for further information.