



Have You Received Medical Care in Your Home Lately?

Home health care can include a broad range of medical services performed by medical professionals. This includes: skilled nursing care, physical therapy, occupational therapy and speech therapy. Here is what you should understand and expect when receiving medical care in your home, **if you use ostomy or urological supplies.**

Your Home Health Care Provider Should:

- Make sure that your supplies fit you properly so you have no leaks and a good wear time.
- Teach you how to care for your ostomy and/or catheter including demonstration of emptying and changing your pouch or how to use a catheter.
- Re-evaluate your care and supplies needs given any change in medical status (e.g., stroke, arthritis etc.)
- Explain that the Home Health Agency is responsible for obtaining your supplies under traditional Medicare while under their care. Your home health provider should make sure they provide you with supplies that fit your needs.
- Help you locate Durable Medical Equipment (DME) suppliers that are in-network and part of your medical insurance, if you are a new supplies user.
- Help set you up with a DME supplier for future orders prior to discharge.
- Provide you with enough supplies on-hand (at least 4-5 changes) until you receive your post-discharge supplies.
- Provide information on the availability of many different product choices and share manufacturer consumer assistance services including samples, if needed.
- Help you locate specialists such as a Wound Ostomy Continence nurse, physiatrist, and/or urologist, as needed in the community once you are discharged from services.

If you need education or support:

For individuals living with an ostomy, visit <https://www.ostomy.org> or,

For individuals using urology products, visit <https://unitedspinal.org/ask-us> or call (800) 962-9629,

Visit https://wocn.org/page/Nurse_Referral for information about Wound Ostomy Continence nurses in your area or <https://www.wocn.org/> for other consumer-related resources.

For general education and information about bladder and bowel health, visit The Simon Foundation for Continence at <https://simonfoundation.org/>

*Attention Traditional Medicare Beneficiaries who currently use Urology and/or Ostomy Supplies *

Important information you need to know when a medical professional or provider visits you at home!

Here's what you need to know and do:

1. NOTIFY

Notify your Durable Medical Equipment (DME) supplier **immediately!**

- Your DME/medical supplier is unable to ship and/or bill for your medical supplies while you are under the care of a Home Health Agency.

2. YOUR MEDICAL SUPPLIES:

- The Home Health Agency is responsible for providing you with all your necessary Medicare covered urology and/or ostomy medical supplies while under their care, even if your Home Health Agency is there for an unrelated reason.
 - *You should ONLY use your urology/ostomy supplies from your DME/medical supplier, if the home health agency has agreed to reimburse your medical supplier for those products.*
 - *If you continue to use your medical supplies from your DME/medical supplier while under the care of a Home Health Agency, they may not be covered by Medicare.*

3. YOUR RIGHTS:

Request that the Home Health Agency provide you the same urology and/or ostomy supplies you are currently using.

- Your Home Health Agency is required to provide you with the same or similar Medicare covered supplies.

For questions about Medicare's home health services, call 1-800-Medicare or visit
<https://www.medicare.gov/coverage/home-health-services>

Call Your Trusted Supplier With Questions