



Protocol for ordering HME Products: Oxygen

1. It is important to start the process with a phone call. **Call 800-660-3420 or Madison West HME: 608 276-3420.**
2. Please have the following information available before you call:
 - Patient's name and DOB
 - Patient's height and weight
 - Patient's address and phone number (home, work, cell)
 - Emergency contact name and phone number
 - If in hospital or long term care center, room number and the expected date of discharge (NOTE: delivery of item needs to be within 48 hours of discharge from a skilled facility to be reimbursed)
 - Primary and secondary insurance (including type, group and member number, and insurance customer service number)
 - Ordering physician and/or physician who will be signing the CMN
 - Facility name and phone number of the person making the referral
3. To order oxygen, it is important to have the following information:
 - Patient's diagnosis*
 - Info regarding ABG or Oximetry test*
 - 1) Name of facility and address where the test was performed
 - 2) Date of test
 - 3) Test results:
 - At rest: PO₂ _____ or SAT _____ %
 - During sleep: PO₂ _____ or SAT _____ %
 - During exercise: SAT at rest _____ % , SAT during exercise: _____ % ,
Sat with O₂ during exercise _____ %
 - Highest flow rate prescribed: _____ liters per minute (LPM)
If greater than 4 LPM, needs to have ABG or SAT levels while on 4 LPM
 - If PO₂ is between 56-59 or SAT 89% or higher,
 - 1) Does the patient have dependent edema d/t CHF or cor pulmonale or pulmonary hypertension
 - 2) Have hematicrit >56%
 - Is a portable system required (will not be covered if patient only needs at night).
 - Length of time oxygen will be needed.
 - Has the patient ever had oxygen in the past? Previous provider?
4. Once the phone call is made to the customer service rep, he/she will give you a fax number to **fax the prescription**. The prescription should have the name of the patient and the date and read: **"O₂ at _____ LPM continuous/ambulation/at night via nasal cannula/mask."**
5. The Customer Service Rep will fill out the CMN (for Medicare) via mail for physician signature. Oxygen orders are proceed SAME DAY unless specified.