



Superior HealthPlan DME-POS Supplier FAQs

Last Updated: December 20, 2023

ONBOARDING AND OPERATIONS

Q: When is the start date for use of the Tomorrow Health referral platform?

A: The start date is January 2024. Once a more specific implementation date is determined, an updated announcement will be published on Superior HealthPlan's website.

Q: How do members or ordering providers submit orders for home-delivered Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DME-POS) through Tomorrow Health?

A: Ordering providers are able to select a desired DME-POS supplier based on member's request. If the member does not indicate a preference, Tomorrow Health will select a DME-POS supplier based on cost, quality, and ability to meet the member's needs. Ordering providers can place orders via:

- **Online Portal:** Submit an order through Tomorrow Health's proprietary DME-POS ordering platform..
- **Phone:** Place orders through a Tomorrow Health Care Advocate at **1-844-402-4344**.
- **Fax:** Access forms at home.tomorrowhealth.com/providers and follow the instructions to submit via fax.

Q: Who may create an account and receive orders on the Tomorrow Health platform?

A: Any DME-POS supplier can create an account with Tomorrow Health. Only DME-POS suppliers who are in network with Superior and who provide services to members in the Bexar Service Delivery Area (SDA) will be able to receive Superior orders at this time.

Q: What information is required for DME-POS suppliers to onboard to the Tomorrow Health platform?

A: To start the onboarding process, DME-POS suppliers should complete [this survey](#). Once the survey is complete, intake users will receive a link to activate their Tomorrow Health portal accounts. All new DME-POS users on the platform will complete a training webinar that walks through the process, in detail. Existing users can always attend for a refresher webinar by registering [here](#). These webinars are 30 minutes long and are offered twice daily.

Q: How do DME-POS suppliers receive new orders?

A: DME-POS suppliers receive orders directly through the Tomorrow Health platform.

Q: How will DME-POS suppliers be notified of a new order received through the Tomorrow Health platform?

A: DME-POS suppliers will be notified via email once they receive a new order. DME-POS suppliers may adjust preferred notifications settings in the platform by clicking into the "settings" tab (gear icon in top right hand corner).

Q: Who makes the determination of which DME-POS supplier receives the order?

A: There are two ways an order can be submitted:

1. Ordering prescriber selects a supplier based on member's preference: If the ordering prescriber indicates a member's preferred DME-POS supplier when submitting the order to Tomorrow Health, Tomorrow Health will honor this preference.
2. Ordering prescriber does not indicate a preference: If the ordering prescriber does not indicate a preferred DME-POS supplier on the order to Tomorrow Health, the order will be matched to a supplier based on

ability to supply the requested product(s), member's geography, and a variety of quality and cost measures.

Q: How are orders routed?

A: Tomorrow Health takes many factors into consideration when routing orders:

- The member's preference is priority.
- Ensure that multi-product orders can be fulfilled by one DME-POS supplier wherever possible.
- Honor continuity of care by keeping members with a DME-POS supplier they have worked with in the past.
- If none of the previously listed items determine the DME-POS supplier, Tomorrow Health identifies all the DME-POS suppliers who are able to supply the requested product, service the member's geographical area, and who performs well on quality and cost measures.

Q: What specific quality metrics are considered in the Tomorrow Health routing model?

A: Tomorrow Health includes measures like member satisfaction and turnaround time as key quality metrics and evaluates these metrics at a granular level. Example quality metrics include:

- Member satisfaction score: Members' response to the post delivery survey after an order is marked complete.
- Order turnaround time: Time between accepting an order and an order being marked as complete.

DME-POS suppliers are also compared on similarly complex products. For example, Tomorrow Health wouldn't compare turnaround time for diabetic orders to turnaround times for mobility orders.

Q: How does cost play into the Tomorrow Health routing model? How much of the model is weighted toward cost?

A: Tomorrow Health uses a proprietary algorithm to determine cost and quality measures based on a variety of datasets. However, the model is designed to ensure that all DME-POS suppliers have an opportunity to improve both cost and quality scores.

Q: Does Tomorrow Health have access to DME-POS supplier contracts with Superior to determine cost level?

A: Tomorrow Health does not have access to DME-POS supplier contracts with Superior.

Q: Will a rejected order impact a DME-POS supplier's standing in the routing model?

A: No. Rejecting an order will not impact a DME-POS supplier's standing in the routing model.

Q: Do Tomorrow Health's clinical guidelines align with Superior's?

A: Tomorrow Health's clinical rules are built to reflect Superior's requirements, in addition to state Medicaid and federal regulatory requirements.

Q: If an order is placed via Tomorrow Health, does this guarantee payment by Superior?

A: No. Order submission through Tomorrow Health has no impact on claim payment by Superior. All providers are required to follow Superior's standard operating procedures related to prior authorization requests and claim submission.

Q: Once a DME-POS supplier accepts an order, what is the expected turnaround time for fulfillment?

A: The table below summarizes turnaround time expectations for both standard and urgent orders. The turnaround time expectations are based on industry best practices and performance data on the Tomorrow Health platform. Turnaround times refer to the number of days between 'accepting' an order on the Tomorrow Health portal and when the items are delivered to the member.

Turnaround time expectations for STAR+PLUS Home and Community Based Services (HCBS) enrolled members are 14 business days for adaptive aids and 5 business days for medical supplies, counting from the effective date

on the individual service plan (ISP) or the date the form is received, whichever is later. If the DME-POS supplier cannot ensure delivery within the prescribed time frames, the DME-POS supplier must submit Form 2067.

Turnaround Times by Product Category and Urgency Level:

Product Category	Standard SLA (max. days)	Discharge SLA (max. days)
Respiratory		
Cough Assist, Stimulators and Vest Therapy	3	2
Nebulizers	3	1
Oxygen Contents & Equipment	3	1
Blood Pressure Monitors	3	2
Ventilators	3	1
Tracheostomy Supplies	5	1
Mobility		
Canes, Crutches, Knee Scooters	3	2
Hospital Beds	3	2
Patient Lift	3	2
Bathroom and Bedroom Aids	3	2
Standard Wheelchairs	3	1
Walkers & Rollators	3	1
Sleep		
BiPAP	14	2
CPAP	14	2
Postpartum		
Biliblankets	5	1
Breast Pumps	5	2
Diabetic		
Breast Prostheses	5	2
Diabetic Supplies	14	2
Therapeutic Shoes	30	2
Prosthetics	20	2
Lower Limb Prostheses	20	2
Urology		
Catheters	3	2
Nutrition		
Enteral Nutrition	3	2

Nutrition	3	2
Parenteral Nutrition	3	2
Wound Care		
Compression Socks	3	2
Negative Pressure Wound Therapy	3	2
Surgical Dressings	3	2
Custom Burn Garments	3	2
Pressure Reducing Support Surfaces	3	2
Pneumatic Compression	7	2
Ostomy		
Ostomy Supplies	3	2
Incontinence		
Incontinence Supplies	3	2
Orthoses		
Ankle-Foot/Knee-Ankle-Foot Orthoses	14	2
Spinal Orthoses	14	2
Cranial Remodeling Orthoses	14	2
Hip Orthoses	14	2
Knee Orthoses	14	2
Other		
Speech Generating Devices	7	2
Transcutaneous Electrical Nerve Stimulators (TENS)	14	2
Orthopedic Braces	14	2
Adaptive Aids	14	NA

Q: Can a DME-POS supplier place orders on behalf of a member or a member's primary care physician (PCP)?

A: No, orders may only be submitted by ordering providers and Superior staff at the member's request.

Q: Can members choose their DME-POS supplier?

A: Yes. Tomorrow Health will always honor member preference. Ordering providers and Superior staff are able to indicate a member's choice of supplier on the referral or order. Tomorrow Health will ensure the order is routed to the member's preferred supplier.

Q: Does Superior require status updates on all orders?

A: It is important that the tracking information is updated to ensure that members have received their items and they are satisfied with their items. It is also important to provide status updates to referring providers. If this information is not received, outreach would be performed to the DME-POS supplier to confirm these tracking fields.

Q: Can DME-POS suppliers use the Tomorrow Health platform to receive orders for members who are enrolled with a health plan other than Superior?

A: Yes. Referring providers can place all orders for DME-POS through the Tomorrow Health platform. If a DME-POS supplier is interested in using the Tomorrow Health platform to receive orders outside of Superior Health plan via the portal, they can contact dmepartners@tomorrowhealth.com for more information around pricing and the associated licensing agreement for such orders.

Q: If an order is submitted by Superior staff, how should DME-POS suppliers process referring provider paperwork if the referring providers is not placing orders through the Tomorrow Health platform?

A: Tomorrow Health obtains prescriptions and documentation pertaining to orders submitted by Superior staff whether or not the referring physician is using Tomorrow Health's platform. In the event a referring physician is not using Tomorrow Health's platform, Tomorrow Health will obtain a prescription from the referring providers and share it with the fulfilling DME-POS supplier via Tomorrow Health's portal; the DME-POS supplier is responsible for collecting any additional documentation required from the referring physician.

Q: Can a DME-POS supplier update the HCPCS on an order once it comes through the Tomorrow Health platform? Will this require a new prescription?

A: If DME-POS suppliers would like to update the HCPCS codes or other details on an order (e.g. member address) they may do so by tagging Tomorrow Health in the platform comments feature. HCPCS code changes within the same product category do not require a new prescription. However, in cases where the DME-POS supplier would like to change HCPCS codes to one that is within a different product category, a new prescription may be required from the referring provider. DME-POS suppliers may tag Tomorrow Health for support with this using the comment feature.

Q: What is the typical turnaround time between order submission by a Superior staff member and attachment of the prescription?

A: Tomorrow Health will conduct prescription retrieval outreach up to 9 times within the first 30-days of receiving an order from Superior.

PLATFORM REQUIREMENT

Q: Is use of the platform required?

A: Ordering providers can place orders for DME-POS in the Bexar Service Delivery Area through Tomorrow Health starting January 2024. DME-POS suppliers who onboard to Tomorrow Health to facilitate orders for Superior members benefit from the following:

- Clean and complete orders at least 80% of the time, reducing manual work and operating costs
- Streamlined collaboration tools, preventing unnecessary back and forth with ordering providers and payers via fax and phone
- More efficient and transparent ordering, producing a 90% member satisfaction score
- Valuable data comparing operational performance to network averages

Q: What happens if a particular DME-POS supplier does not onboard to the Tomorrow Health platform?

A: Use of the platform is not mandatory however, Superior plans to migrate to required use of the Tomorrow Health platform in the future. Use of the Tomorrow Health platform creates a stronger member and DME-POS supplier experience. Tomorrow Health's platform provides visibility into order status for Superior and ordering providers which is not currently available through existing processes. By onboarding to the Tomorrow Health platform, DME-POS suppliers will benefit from:

- Clean and complete orders at least 80% of the time, reducing manual work and operating costs

- Streamlined collaboration tool preventing unnecessary back and forth with ordering providers and payers via fax and phone
- More efficient and transparent ordering ensure a 90% member satisfaction score
- Valuable data comparing operational performance to network averages

Q: If DME-POS suppliers receive direct orders are they able to push them through Tomorrow Health's portal?

A: DME-POS suppliers may process orders per their usual processes if they receive orders from outside the tool. Use of the platform is not mandatory however, use of the Tomorrow Health platform creates a stronger member and DME-POS supplier experience. Tomorrow Health's platform provides visibility into order status for Superior and ordering providers which is not currently available through existing processes. By onboarding to the Tomorrow Health platform, DME-POS suppliers will benefit from:

- Clean and complete orders at least 80% of the time, reducing manual work and operating costs
- Streamlined collaboration tool preventing unnecessary back and forth with ordering providers and payers via fax and phone
- More efficient and transparent ordering ensure a 90% member satisfaction score
- Valuable data comparing operational performance to network averages

COORDINATION OF BENEFITS, PRIOR AUTHORIZATION AND REQUIRED FORMS

Q: Are there any changes to how DME-POS suppliers request prior authorization or submit claims?

A: No. Prior authorization requests and claims should still be submitted via standard channels.

Q: Does Superior initiate authorizations from Tomorrow Health referrals?

A: There are no changes to how DME-POS suppliers submit authorization requests. Continue to follow current authorization procedures and requirements.

Q: How is secondary insurance handled?

A: Tomorrow Health will send the order to a DME-POS supplier who accepts both the primary and secondary insurances. DME-POS suppliers should follow their standard processes for servicing the order and submitting claims.

Q: Do DME-POS suppliers need to submit Form 2067 for STAR+PLUS HCBS members?

A: DME-POS suppliers servicing STAR+PLUS HCBS members are required to complete [Form 2067](#) if there are delays to order delivery, as follows:

- For medical suppliers, orders not delivered within 5 business days counting from the effective date on the individual service plan (ISP) or the date the form is received, whichever is later.
- For adaptive aids, orders not delivered within 14 business days counting from the effective date on the individual service plan (ISP) or the date the form is received, whichever is later.

DME-POS suppliers can upload the Form 2067 directly onto the order in the Tomorrow Health portal.

Q: How can DME-POS suppliers refer ordering providers to submit orders through Tomorrow Health?

A: If an ordering provider wants to be onboarded to the platform, DME-POS suppliers should direct them to the Tomorrow Health team at providers@tomorrowhealth.com.

Q: Can Title XIX forms be submitted through the Tomorrow Health platform?

A: DME-POS suppliers are able to attach Title XIX form through the Tomorrow Health platform which will be sent directly to the referring provider to access via the Tomorrow Health platform. Forms may be attached by locating

the member's referral and selecting "attach file". Once the form is attached, DME-POS suppliers should request that the ordering provider sign the form by using the comment feature.

NON-STANDARD WORKFLOWS

Q: What happens if home medical equipment & supplies are held onsite, dispensed in a clinical setting, or sent home with members upon discharge?

A: Some DME-POS suppliers maintain an onsite supply of equipment & supplies at ordering provider offices, post-acute settings, and hospitals -- commonly known as "Supply Closets" or "Consignment." If a DME-POS supplier has onsite supplies with a facility or provider, they can service these patients directly without going through Tomorrow Health at this time.

Q: What if a member visits a retail location or calls directly to place an order?

A: If a member attempts to place a DME-POS order with the DME-POS supplier, the provider can service that member per their standard processes.

Q: Will Tomorrow Health be processing Complex Rehab Technology (CRT) orders?

A: Tomorrow Health does not onboard seating clinics or Assistive Technology Professionals (ATPs) to the platform. As such, CRT orders are not expected to be placed through the platform. If an order is placed for a CRT item, DME-POS suppliers should use the platform as a digital referral tool and not to coordinate with ATPs, members, and seating clinics.

SYSTEM INTEGRATIONS

Q: Can DME-POS suppliers integrate their systems with Tomorrow Health?

A: Tomorrow Health offers the ability to integrate DME-POS supplier systems. DME-POS suppliers interested in system integration should email dmepartners@tomorrowhealth.com. Tomorrow Health will walk through a discovery questionnaire with the DME-POS supplier to determine integration feasibility and applicable next steps.

Q: What does integration with Tomorrow Health look like and is there an Application Programming Interface (API) that DME-POS suppliers can gain access to?

A: Tomorrow Health currently offers DME-POS suppliers access to a Fast Health Interoperability Resources (FHIR)-based REpresentational State Transfer (REST) API that can be leveraged to programmatically ingest Tomorrow Health orders. Prerequisites to building an integration with Tomorrow Health include:

- Have a configured Tomorrow Health DME-POS supplier account
- Have a REST endpoint capable of receiving JavaScript Object Notation (JSON) payloads
- Support OAuth 2 or token-based authentication
- [Optional] Have a separate testing environment for verifying integration in a pre-production setting

DME-POS suppliers interested in integration and learning more should email dmepartners@tomorrowhealth.com.

Q: Does the Tomorrow Health supplier platform integrate with any drop-ship suppliers?

A: Currently, Tomorrow Health integrates with main shipping providers (e.g. FedEx, UPS, USPS). With that, DME-POS suppliers are able to add tracking numbers for drop-ship items. Once tracking numbers are added, status updates on an order will be auto-updated. DME-POS suppliers interested in integration and learning more should email dmepartners@tomorrowhealth.com.

