

Management of outpatient diabetes supplies for additional members starting Jan. 1

Starting Jan. 1, 2024, Northwood Inc., an independent company, will manage outpatient diabetes supplies that are covered under the medical benefit for Medicare Plus Blue, BCN commercial and BCN Advantage.

For these members, Northwood will:

- Maintain the statewide provider network for durable medical equipment and prosthetic and orthotic supplies and services
- Receive and make determinations on prior authorization requests
- Process and pay claims for covered services

Outpatient diabetes supplies include items such as continuous glucose monitors; insulin pumps and supplies; and testing supplies.

Contact Northwood starting Jan. 1

Starting Jan. 1, for diabetes supplies for Medicare Plus Blue, BCN commercial and BCN Advantage members, providers can call Northwood's customer service department at 1-800-393-6432 to locate the nearest supplier contracted with Northwood. The contracted supplier:

- Submits the prior authorization requests to Northwood for review
- Submits the claims directly to Northwood

Providers who currently submit orders directly to J&B Medical may continue to do so. J&B Medical is an independent company that participates in the Northwood network.