



# Medical Equipment Distribution Services: Provider FAQ

**1. What types of equipment is Partnership offering to members?**

Partnership is currently offering blood pressure monitors, humidifiers, medication lock boxes, nebulizers, oximeters, scales, thermometers, and vaporizers for free.

**2. How does a provider request equipment for a Partnership member?**

Participating providers must complete the [DME Request Form](#). Submit the form by email to [request@partnershiphp.org](mailto:request@partnershiphp.org) or by fax to **(707) 420-7855**.

**3. Where can providers find equipment information and instructions?** To view equipment information and instructions click [here](#).

**4. Is this program open to all providers?**

The program is open to all providers serving Partnership members.

**5. Are all members eligible to receive free monitoring equipment?** Not all members are eligible to receive equipment, please review the criteria below:

Equipment Type	Member Criteria
Blood Pressure Monitor	Partnership members 6 years and older
Enuresis Alarm	Partnership members 14 years and under
Humidifier	Partnership members 12 years and under
Medication Lock Box	All Partnership members eligible
Nebulizer	All Partnership members eligible
Portable Nebulizer	Partnership members with little to no access to electricity
Oximeter	Partnership members 12 years and older
Scale - Baby	Partnership members under 2 years old and less than 40 pounds
Scale - Digital	Partnership members 330 pounds and under
Scale - Heavy Duty	Partnership members above 330 pounds and up to 550 pounds
Thermometer - Digital	All Partnership members eligible



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<b>Vaporizer</b>	All Partnership members eligible
<b>*PCP will make the final determination if there is a need for the equipment</b>	

**6. What should providers do if they receive a call from a member who received broken equipment?**

The provider will need to resubmit the initial [DME Request Form](#) and note in the form that this is a replacement request. If the equipment requested is still available, the member will receive a replacement. If not, the provider will receive an email informing them that the item is no longer available.

**7. What should providers do if they receive a call from a member who has not received their equipment?**

The providers will need to send an email to [request@partnershiphp.org](mailto:request@partnershiphp.org) and inquire about the status of equipment while including the members name, provider information, and type of equipment requested.

**8. What if a member does not have a permanent address, can they still receive the equipment?**

Yes, the provider must still complete the [DME Request Form](#) and have the equipment delivered to their office. The provider will be responsible for ensuring that the member receives the equipment.

**9. How long will it take for the member to receive the equipment?**

The member should receive the equipment via USPS within 5-7 business days.

**10. What is a Partnership member ID number?**

The Partnership member ID number is also referred to as a Client Identification Number (CIN), which is a unique nine-character number that is given to each Partnership member.

**11. What type of batteries will my patient's equipment need?**

Patients can find the type of batteries the equipment needs in the user manual and user instructions. If your patient did not get a user manual or instructions with their equipment, please reach out to Partnership at [request@partnershiphp.org](mailto:request@partnershiphp.org).