

# Evernorth Durable Medical Equipment

Working directly with members to deliver quality and cost-effective DME management



## A fragmented, uncoordinated area of management, driving up health plan costs

Now more than ever, health plans need a sense of trust that the most appropriate durable medical equipment (DME) is being delivered to their members. It is also imperative that members receive the right equipment, at the right time and at the right place—both for ongoing management of chronic conditions and for recovery from acute and/or post-acute episodes of care.

Evernorth Home-Based Care provides clients with an immediate savings opportunity through our DME solution. Our enhanced utilization management and care coordination capabilities ensure that patients receive clinically appropriate equipment to achieve improved health outcomes.

## Re-defining DME management to facilitate member success

How we maximize program effectiveness for health plan clients to help reduce costs and increase satisfaction for their members:



**Effective utilization management:** Clinicians with a deep understanding of DME partner with clients to select which equipment and codes to manage, and identify those which require prior authorization.



**Individualized care coordination:** We ensure patients receive their supplies and understand how to use the equipment to effectively manage their health and well-being.



**National provider network:** We oversee quality and performance of care delivery on behalf of health plan clients and connect patients to approved providers.

## While payers can elect to leverage their own networks, our offering strives to yield better outcomes for members and increased savings for our clients

### Lowering the cost of chronic conditions management

With Evernorth's DME solution, health plans save up to:

 **30%**  
in medical expenses<sup>1</sup>

### Faster decision-making and improved satisfaction

We aim to complete prior authorization reviews quickly and accurately so that providers are informed of decisions and patients receive the required equipment in a timely manner.

 **90%**  
of cases are reviewed within 24 hours<sup>1</sup>

 **93%**  
satisfaction rate among DME patients<sup>2</sup>

## Supporting patient outcomes from every angle

- + Benefits and solution design are highly customizable to meet specific client needs
- + Expert clinical staff reviews every request and leverages evidence-based guidelines to ensure patients receive the appropriate equipment
- + Our program promotes the proper use of equipment and supplies to minimize safety risks for patients and their caregivers
- + Drawing from Medicare, Medicaid and commercial expertise, our programs comply with all CMS and state requirements

## A step above the rest—how Evernorth ensures the best outcomes



**Lower costs:** Our DME solution incorporates a risk-based funding model, in which Evernorth assumes financial responsibility for the total delegated medical spend.



**Clinical and operational expertise:** We have a dedicated complex DME review team with Physical Medicine + Rehabilitation board-certified physicians, proprietary DME clinical guidelines and coding review expertise.



**Personalized member engagement:** We perform service validation calls with each patient receiving DME to quickly identify and solve issues with equipment, education, adherence, continuity of care and other needs.



**Higher standard of service:** Our network of approved providers is held to the highest performance standards. By utilizing network access, you'll benefit from up-to-date contracts, deep discounts and relief from administrative costs.



### We cover a breadth of equipment needs, including:

- + Oxygen
- + Diabetic shoes
- + Decubitus care
- + Hospital beds and accessories
- + Ventilators
- + Pacemaker monitors
- + Lifts and wheelchairs
- + Prosthetics
- + Orthotics
- ... and more

Obtaining and using DME shouldn't be difficult. Evernorth is transforming patient experiences with managing critical equipment that aids in improving their health condition.



Uncover better savings when patients get the support they need with Evernorth DME

Visit us at [Home-Based Care | Evernorth](#)

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