



Benefit Management

directDME's effective formulary approach to reducing DME costs is a successful solution with proven results.



Did You Know? directDME is an industry leader providing DME Benefit Management.

directDME offers quality durable medical equipment and complementary services that reduce claims costs and protect the client's financial resources. Maintaining a balance with efficient cost containment for the customer, directDME delivers quality, timely services to the claimant—always with maximum productivity and return to work as the ultimate goals.

Did You Know? directDME's clients experience a significant reduction of DME spend, well below industry norms.

Expense controls inherent to directDME's formulary-based DME Benefit Management program reduce the client's average medical spend to 3% which is 600 basis points below the industry average of 9%.¹ Program features and benefits that generate these considerable savings include a unique pricing structure, effective cost containment programs, proprietary medical management protocols, comprehensive network management, integrated administrative processes, as well as continuous care coordination.

Did You Know? directDME's DME Benefit Management program effectively utilizes a unique formulary approach to expense management.

directDME's innovative solutions to the industry's escalating DME costs produce positive results with direct impact on claims' outcomes. Successful cost containment programs with demonstrated savings include:

- Capped pricing below fee schedule for many commonly used items
- Product Substitution Program based on established formula to identify and recommend lower cost brand or generic alternatives
- Blocked savings from pre-authorization process for closed or denied claims and non-applicable injuries
- Capped Rental Programs managed to prescribed durations with all rental month fees applied to the purchase price

Did You Know? directDME's DME Benefit Management formulary includes a number of components to facilitate making sound medical decisions to address claimants' needs for timely recovery.

Utilizing skilled staff and numerous company resources with extensive medical experience and product knowledge, directDME effectively manages product quality and service utilization through:

- Utilization Review to determine medical necessity within appropriate treatment guidelines and clinical protocols
- High dollar DME audits for medical appropriateness and relevance to identify and propose product alternatives
- Diagnosis and body part information compared to specific claim detail to identify unrelated items
- Care coordination with all stakeholders, such as case managers, home health nurses, and discharge planners, to ensure continuous comprehensive care and proper facility-to-home-to-work transitions

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¹Industry average as published by National Council on Compensation Insurance (NCCI)



Did You Know? directDME's program includes coordination with established arrangements and relationships that reduces the administrative burden for the client while providing full service to the claimant.

With simplified ordering and streamlined procedures, directDME's service standards offer additional levels of control for managing the claimant's care.

- DME orders actively driven through a comprehensive national network of credentialed providers that meet delivery and quality assurance standards
- Resupply and duplicate order management to ensure only appropriate and necessary orders are filled and to monitor misuse, control utilization and eliminate redundancies
- Integrated processes with ancillary service providers including large national clinic networks, IME/FCE providers, PT clinics, and home healthcare to provide seamless service and continuous care
- Order monitoring with claimant follow-up to ensure satisfaction, answer questions, assist with compliance and to proactively identify any potential issues

Did You Know? directDME's pricing and service is unsurpassed in the marketplace with an innovative pricing structure providing successful expense management opportunities and consistent cost savings as well as quality service with service promises that ensure first-rate delivery standards are met.

With years of data to analyze patterns and frequency of use, directDME has designed a successful pricing structure for clients to be confident they are getting the best price available.

- Pricing never above state fee schedule or usual and customary levels, as established by the industry leader in price data
- Price Guarantee—if an identical DME product is priced lower, directDME will beat the price by 5% of the difference

Backed by Service Promises, clients can expect premier service that is managed strictly to service standards created to match the clients' needs.

- For DME, home/vehicle modifications and hearing aids, directDME will deliver the right product at the right price. If the product delivered is incorrect, the replacement product will be discounted by 10%. If an identical product elsewhere is priced lower, directDME will beat the price by 5% of the difference*
- For home health care, the initial start of care evaluation will be completed on the scheduled day. If the initial start of care assessment is not completed on the scheduled day, it will be completed by the next business day at no charge. The correct type of service (RN, LPN, HHA, etc.) will be provided as ordered. If the incorrect type of service is provided at any time, there will be no charge for that appointment and the next appointment*
- For transportation services, the driver will arrive within 15 minutes of the scheduled time. Failure to do so will result in no charge for the service. Any charge for a missed appointment as a result of failure to meet this promise will be paid by directDME*
- For language translation, an interpreter, fluent in the requested language or with the necessary qualifications to provide the service, will arrive within 15 minutes of the scheduled appointment. Failure to deliver on this promise will result in no charge for the service. Any charge for a missed appointment as a result of failure to meet this promise will be paid by directDME*

*Some restrictions may apply. Go to www.directdme.com for details.

Contact us today at **877-496-7461** to take advantage of these cost containment programs or for more information contact your account representative at sales@directdme.com.