



Your Enteral Nutrition and DME Homecare Supplier

***** Commonly asked questions about reimbursement *****

Q: Why do I have to sign the Patient Consent and Certification?

A: Your signature is kept on file and allows NN to release information to your insurance carrier. This step is necessary to process your claim and bill your insurance carrier for services.

Q: Does my insurance cover the cost of my therapy in full, or will I be responsible for any deductible or co-pay requirements?

A: We verify coverage prior to the start of therapy. If you are responsible for a co-pay, we will notify you at the outset of therapy - A Financial Responsibility Form is sent on the very first delivery that explains any deductibles or co-pays.

Q: If my insurance coverage changes, do I need to notify you?

A: Absolutely you need to notify us. Most insurances have billing deadlines, and not communicating changes may cause billing delays and other problems that may expose you financially. We need to know of any changes in advance if possible.

Q: Does Medicare pay for 100% of my bill?

A: Services rendered to Medicare eligible patients are reimbursed under Medicare Part B. This Pays for 80% of allowed charges and we are obligated by law to bill you for the remaining 20%. Please contact us for further details regarding Medicare reimbursement responsibilities. We accept Mastercard and Visa for your convenience.

Q: Are any of my unused medication or supplies refundable?

A: No – regulations prohibit us from reusing medications, formulas or supplies delivered to your home.

If you have any other questions, we would be happy to talk to you or drop us an e-mail:

1-800-359-1599 or www.info@nenutritionals.com