

Patient Report

Eastern Region

Information about your patients who are
Pennsylvania Blue Shield customers

February 1998

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General Motors
elects national
DME and
prosthetic/
orthotic network

Effective Jan. 1, 1998, claims for in-home durable medical equipment and prosthetic and orthotic devices will be serviced by the GM National DME/P and O Network for the following General Motors members:

- GM traditional members
- GM basic medical members
- GM enhanced medical members
- GM preferred provider organization members
- Any Medicare member enrolled with any of the above plan options

This network does not include:

- Not medically necessary items — such as bath aids, over-the-bed tables, exercise equipment and deluxe items.
- Services billed by hospitals, skilled nursing facilities and hospice providers.

To coordinate services, prescribing physicians should contact Northwood/National Provider Network (NPN) at (800) 936-9314.

Claim submission for non-network providers

If services are not received through a Northwood/NPN provider, the patient must submit his or her own claim forms. (Northwood/NPN will not accept claims from non-network providers.) Along with an itemized receipt, submit the following:

- Description of equipment
- Charge for the equipment
- Duration of need
- Service date(s)
- Diagnosis and copy of physician's prescription (certain services, such as hospital beds and motorized wheelchairs, require a Certificate of Medical Necessity form.)



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- Provider's name, address and telephone number
- Member and patient names, address and telephone number

Patients or members should submit a claim form with all of the above attached to:

GM National DME/P&O Network
Northwood/NPN
PO Box 3078
Center Line, Mich. 48015-0078

Covered services received from non-network providers are subject to deductibles and coinsurances. And, the member may be responsible for any provider charges in excess of the approved amount. The same applies to Medicare enrollees; the network does not pay the Medicare Part B deductible and/or coinsurance for covered DME/P and O services from non-network providers.

Direct any questions about this network to Northwood/NPN at (800) 936-9314.

Mailing address changes for Eastern District Office

In previous editions of **PRN**, we notified you that the Eastern District Office moved to a new location. There has been a slight change to its mailing address.

If you need to mail something to your representative in this office, here is the address:

Pennsylvania Blue Shield
Suite 640, Mail Drop 55
Two International Plaza
Philadelphia, Pa. 19113

The telephone number to reach your Provider Relations representative is (610) 362-6116.

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Notes

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