



The National Mail Order Program for Diabetes Testing Supplies

Tip sheet developed by the AADE Professional Practice Committee

As part of the Centers for Medicare & Medicaid Services' (CMS) Competitive Bidding Program for Medicare beneficiaries, blood glucose meters, test strips, and lancets are offered through mail order at a much lower cost for you and CMS. If you want to have diabetes testing supplies shipped right to your home, you must use one of nine contracted mail order companies.

What do I need to do to get my diabetes testing supplies through the National Mail Order Program?

[Go to the Medicare Supplier Directory on the CMS website](#), enter your zip code and select "Mail-Order Diabetic Supplies." A list will be provided and you can view all mail order companies of diabetes testing supplies. Many will have a link available next to their name that you can click and see what brands they have. It is best to call each mail order supplier to find out which testing supplies they offer.

Once you choose a mail order supplier, you should call them to place your order. Be sure you clearly state what supplies you need. Medicare covered supplies include:

- Blood glucose meters
- Replacement batteries for your blood glucose meter
- Control solution
- Test strips
- Lancet devices
- Lancets

What will Medicare cover for my diabetes testing supplies?

If you take insulin every day, Medicare will give you 100 test strips and 100 lancets every month and 1 lancet device every 6 months. (You will get 3 months of supplies at one time.)

If you don't take insulin, Medicare covers 100 test strips and 100 lancets every 3 months and 1 lancet device every 6 months. (You will get 3 months of supplies at one time.)

If you need more than what is covered, talk with your diabetes educator. They will need to write down why.



What happens if any of the current mail order suppliers do not carry the meter and strips that I trust and know how to use?

You have a few choices:

- Ask your medical professional to write a prescription that includes the meter's brand name and the words: NO SUBSTITUTION. They must also document in your medical record why this specific brand is needed. If the mail order supplier doesn't have that brand, they must help you find someone who does, or work with you to find a brand that you and your medical professional think is best for you.
- Buy your diabetes testing supplies at your local pharmacy or store where they accept Medicare reimbursement. You will pay a 20% of the price for your supplies after your Part B deductible is met.

Important to know:

- Mail order suppliers cannot send you meters and strips that you did not ask for. If you receive supplies you did not order, refuse the delivery and call 1-800-MEDICARE or the Fraud Hotline of the HHS Office of Inspector General at 1-800-HHS-TIPS.

You should never be forced to change to a blood glucose meter and strips that you and your medical professional do not trust.

- Many suppliers offer "automatic" refills of supplies. Tell them clearly that you must be contacted before any shipments go out. This stops them from sending supplies to you. You can pick up your shipments in your local pharmacy. Insurance will not cover supplies received from both a mail order pharmacy and local store at the same time.
- A number of blood glucose meters and test strips have not passed the FDA accuracy standards. Talk with your medical professional about what meters are accurate and appropriate for your diabetes self-management.
- Don't stop checking your blood sugar (glucose) levels while you are waiting for your supplies! If you do not have a meter or test strips, talk to your diabetes educator for options.

[Learn more about the Medicare National Mail Order Program](#)

