



Santa Clara Family Health Plan DualConnect (HMO D-SNP) (SCFHP DualConnect) 2024 List of Durable Medical Equipment (DME List)

What is Durable Medical Equipment?

Durable medical equipment (DME) is certain items your doctor orders for you to use at home. Examples are walkers, wheelchairs, or hospital beds.

What equipment does my health plan cover?

SCFHP DualConnect will cover all medically necessary DME provided by a contracted vendor. Covered items include, but are not limited to: wheelchairs, crutches, hospital beds, nebulizers, oxygen equipment, intravenous (IV) infusion pumps, walkers and speech generating devices.

How do I use this list?

For some DME, we will only cover the brands and makers on this list. Refer to the next page. We will not cover other brands and makers unless your doctor or other provider tells us that you need a specific brand for medical reasons. Prior authorization may be required.

However, if you are new to SCFHP DualConnect and are using a brand of DME that is not on our list, we will continue to pay for this brand for you for up to 90 days. During this time, you should talk with your doctor to decide what brand is medically right for you after this 90-day period. (If you disagree with your doctor, you can ask him or her to refer you for a second opinion).

What if equipment I need is not on this list?

Items not on this list may still be covered. We will cover all medically necessary DME provided by a contracted vendor. Talk with your doctor if you have questions.

What if I need more information?

The *Member Handbook* provides details about your SCFHP DualConnect coverage and prior authorization requirements. See Chapter 4, "Benefits Chart."

If you need a copy of the *Member Handbook*, call Customer Service at 1-877-723-4795 (TTY: 711), 7 days a week, 8 a.m. to 8 p.m. You can also find the *Member Handbook* on our website at www.scfhp.com/dualconnect.

Santa Clara Family Health Plan DualConnect is an HMO D-SNP with a Medicare and Medi-Cal contract. Enrollment in DualConnect depends on contract renewal.

List of Durable Medical Equipment

| Equipment | Brands/Makers | Quantity Limit |
|-------------------------------------|---|---|
| Blood pressure monitor | A&D Medical | 1 monitor per 5 years 1 cuff per year |
| Blood sugar monitor | Abbott FreeStyle Freedom Lite Abbott FreeStyle Precision Neo Abbott FreeStyle Lite Abbott Precision Xtra | 2 per year |
| Blood sugar test strips | Abbott FreeStyle Abbott FreeStyle Lite Abbott FreeStyle Precision Neo Abbott Precision Xtra | 5 per day |
| Lancets | No preferred brand or maker | 5 per day |
| Continuous glucose monitor | Abbott FreeStyle Libre | 1 monitor per year |
| Continuous glucose monitor supplies | Abbott FreeStyle Libre | 1 unit of service (includes all supplies and accessories) per month |

Discrimination is against the law. Santa Clara Family Health Plan DualConnect (HMO D-SNP) (SCFHP DualConnect) follows State and Federal civil rights laws. SCFHP DualConnect does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

SCFHP DualConnect provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact SCFHP DualConnect between 8 a.m. to 8 p.m., 7 days a week by calling 1-877-723-4795. If you cannot hear or speak well, please call 711. Upon request, this document can be made available to you in braille, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to:

**Santa Clara Family Health Plan
PO Box 18880
San Jose, CA 95158
1-877-723-4795 (TTY: 711)**

HOW TO FILE A GRIEVANCE

If you believe that SCFHP DualConnect has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with SCFHP DualConnect. You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact SCFHP DualConnect between 8 a.m. to 8 p.m., 7 days a week by calling 1-877-723-4795. Or, if you cannot hear or speak well, please call 711.
- In writing: Fill out a complaint form or write a letter and send it to:

**Attn: Grievance and Appeals Department
Santa Clara Family Health Plan
6201 San Ignacio Ave
San Jose, CA 95119**

- In person: Visit your doctor's office or SCFHP DualConnect and say you want to file a grievance.
- Electronically: Visit SCFHP DualConnect's website at www.scfhp.com/dualconnect.

OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing, or electronically:

- **By phone:** Call **916-440-7370**. If you cannot speak or hear well, please call **711 (Telecommunications Relay Service)**.
- **In writing:** Fill out a complaint form or send a letter to:

**Deputy Director, Office of Civil Rights
Department of Health Care Services
Office of Civil Rights
P.O. Box 997413, MS 0009
Sacramento, CA 95899-7413**

Complaint forms are available at http://www.dhcs.ca.gov/Pages/Language_Access.aspx.

- **Electronically:** Send an email to CivilRights@dhcs.ca.gov.

OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- **By phone:** Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY/TDD 1-800-537-7697**.
- **In writing:** Fill out a complaint form or send a letter to:

**U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201**

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

- **Electronically:** Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

English – ATTENTION: If you need help in your language call 1-877-723-4795 (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-877-723-4795 (TTY: 711). These services are free of charge.

Mensaje en español (Spanish) – ATENCIÓN: si necesita ayuda en su idioma, llame al 1-877-723-4795 (TTY: 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-877-723-4795 (TTY: 711). Estos servicios son gratuitos.

Khẩu hiệu tiếng Việt (Vietnamese) – CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1-877-723-4795 (TTY: 711). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số 1-877-723-4795 (TTY: 711) . Các dịch vụ này đều miễn phí.

简体中文标语 (Chinese) – 请注意：如果您需要以您的母语提供帮助，请致电 1-877-723-4795 (TTY: 711)。另外还是提供对残疾人士的帮助和服务，例如文盲和需要较大字体阅读，也是方便取用的。请致电 1-877-723-4795 (TTY: 711)。这些服务都是免费的。

Tagalog – ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1-877-723-4795 (TTY: 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1-877-723-4795 (TTY: 711) . Libre ang mga serbisyonang ito.

الشعار بالعربية (Arabic)

يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ 1-877-723-4795 (TTY: 711). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريـل والخط الكبير. اتصل بـ 1-877-723-4795 (TTY: 711). هذه الخدمات مجانية.

Հայերեն պիտակ (Armenian) – ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք 1-877-723-4795 (TTY: 711) : Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված կյուլթեր: Չանզահարեք 1-877-723-4795 (TTY: 711) : Այդ ծառայություններն անվճար են:

ឃ្លាសម្គាល់ជាភាសាខ្មែរ (Cambodian) – ចំណាំ: បើអ្នកត្រូវការជំនួយជាភាសារបស់អ្នកសូមទូរស័ព្ទទៅលេខ 1-877-723-4795 (TTY: 711) (ជំនួយនិងសេវាកម្មសម្រាប់ជនពិការដូចជាឯកសារសរសេរជាអក្សរផុសសម្រាប់ជនពិការភ្នែកឬឯកសារសរសេរជាអក្សរពុម្ពផ្សំក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ 1-877-723-4795 (TTY: 711) (សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

(Farsi)مطلب به زبان فارسی

توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با 1-877-723-4795 (TTY: 711) تماس بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز موجود است. با 1-877-723-4795 (TTY: 711) تماس بگیرید. این خدمات رایگان ارائه می‌شوند.

हिंदी टैगलाइन (Hindi) – ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1-877-723-4795 (TTY: 711) (पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। 1-877-723-4795 (TTY: 711) (पर कॉल करें। ये सेवाएं निःशुल्क हैं।

Nqe Lus Hmoob Cob (Hmong) – CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-877-723-4795 (TTY: 711). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau 1-877-723-4795 (TTY: 711). Cov kev pab cuam no yog pab dawb xwb.

日本語表記 (Japanese) – 注意日本語での対応が必要な場合は 1-877-723-4795 (TTY: 711) へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。1-877-723-4795 (TTY: 711) へお電話ください。これらのサービスは無料で提供しています。

한국어 태그라인 (Korean) – 유의사항: 귀하의 언어로 도움을 받고 싶으시면 1-877-723-4795 (TTY: 711) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 1-877-723-4795 (TTY: 711) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

ແທກໂລພາສາລາວ (Laotian) – ປະກາດ : ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ 1-877-723-4795 (TTY: 711). ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນລົບການ ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນູນແລະມິໂຕພິມໃຫຍ່ ໃຫ້ໂທຫາເບີ 1-877-723-4795 (TTY: 711). ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

Mien – LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiex longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1-877-723-4795 (TTY: 711). Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo waaic fangx mienh, beiv taux longc benx nzangc-pokc bun hlou mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx 1-877-723-4795 (TTY: 711). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

ਪੰਜਾਬੀ ਟੈਗਲਾਈਨ (Punjabi) – ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1-877-723-4795 (TTY: 711). ਅਪਾਰਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ 1-877-723-4795 (TTY: 711). ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

Русский слоган (Russian) – ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1-877-723-4795 (линия ТTY: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-877-723-4795 (линия ТTY: 711). Такие услуги предоставляются бесплатно.

ແທັກໂລນ໌ພາສາໄທຍ (Thai) – โปรดทราบ :หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1-877-723-4795 (TTY: 711) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1-877-723-4795 (TTY: 711) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

Примітка українською (Ukrainian) – УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-877-723-4795 (TTY: 711). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер 1-877-723-4795 (TTY: 711). Ці послуги безкоштовні.