

- Before you receive home health care services, be sure to ask the provider if they are in-network with Northwind Health Plus. This will help ensure that you receive the most comprehensive coverage for your services.
- If you have any questions about the types of services covered by Northwind Health Plus or the specific benefits associated with your plan, be sure to contact Northwind Health customer service for more information.
- Make sure to keep all documentation related to your home health care services, including orders from your primary care provider, receipts, and other paperwork. This will help ensure that your claims are processed quickly and accurately.
- If you are not satisfied with the services provided by your home health care provider, be sure to contact Northwind Health Plus customer service to file a complaint.

Home Medical Equipment (HME), Orthotics, Prosthetics And Supplies

COVERED SERVICES – Home Medical Equipment (HME), Orthotics, Prosthetics And Supplies

The Northwind Health Plus plan covers Home Medical Equipment (HME), Orthotics, Prosthetics And Supplies (OP&S), when medically necessary. This means that any equipment, prosthetics, and orthotics that are prescribed by your doctor and are medically necessary for treatment can be covered under this plan.

Home Medical Equipment (HME)

HME is any equipment that is used in the home to help you recover from an injury or illness, or to help with a disability. Examples of HME include power wheelchairs, hospital beds, walkers, canes, and crutches. In order to have these items covered under the Northwind Health Plus plan, you must have a valid prescription from a qualified medical provider, and the item must be medically necessary.

Orthotics and Prosthetics

Orthotics and Prosthetics are items that assist with movement or provide support. Examples of items that may be covered under the Northwind Health Plus plan include braces, splints, orthopedic shoes, and prosthetic devices. In order to have these items covered, you must have a valid prescription from a qualified medical provider, and the item must be medically necessary.

Supplies

Supplies are items that are used in conjunction with HME, prosthetics, and orthotics. Examples of supplies that may be covered under the Northwind Health Plus plan include wound care supplies, catheters, and oxygen therapy supplies. In order to have these items covered, you must have a valid prescription from a qualified medical provider, and the item must be medically necessary.