



# Onehealth

## Diabetic Supply Company

**As of April 1, 2013, UFCW Local One Health Care Fund has selected OneHealth as your new Diabetic Supply Vendor.**

**NO MORE TRIPS TO THE PHARMACY OR WAITING IN LINE.** For your convenience, you can now order your 90 day Diabetic Supplies and have them delivered to your home without a co-pay.

**SUPPLIES PROVIDED:** *(For a complete list, contact the Fund Office at 1-800-959-9497)*

- GLUCOMETERS & KITS
- TESTING STRIPS
- SYRINGES
- CONTROL SOLUTIONS
- ALCOHOL SWABS
- BLOOD PRESSURE MONITOR
- UROLOGICAL SUPPLIES
- INSULIN PUMPS
- LANCING DEVICE

*The types of diabetic supplies sent to you are based on your testing needs, the diabetic supplies requested, your physician's consent and your insurance coverage. If the diabetic supplies requested are not covered by the plan, you will be contacted prior to any supplies being shipped.*

**ORDER YOUR SUPPLIES TODAY BY CALLING ONEHEALTH, TOLL FREE AT**

**1-877-316-2460**

**(OR ONLINE AT [www.onesourcemg.com](http://www.onesourcemg.com))**

*(We recommend you place your first order by phone and let them know that you are a UFCW Local One Member and previously ordered through Nation's Health)*

### **FREQUENTLY ASKED QUESTIONS**

#### **How Do I Get Started?**

Easy! All you have to do is call **877-316-2460** and a friendly customer service representative will verify your information and get your order sent to you. We deliver your supplies every 90 days. We will provide an automated courtesy call letting you know when they should arrive.

#### **What If I Run Out Of Supplies?**

We realize that when you are ill and you have had a high or low reading, you may need to test a little more often than normal. We can offer a few samples from time to time to carry you through to your next order, but if you consistently test higher we may need to get a prescription from your physician. We encourage you to keep a blood sugar log and take it with you to each appointment so your physician can review your results.

#### **How Do I Pay For My Supplies?**

This service is provided by your insurance plan and there is no cost to you. We bill your insurance plan directly and you never have to pay up front.

#### **How Long Does It Take?**

We ship within 12 hours of receiving your order if its not already on automatic reorder. You can expect to receive your supplies within 205 business days of shipping. Refills will be shipped once a quarter every 80 days from your last shipment so you do not run out of supplies.

#### **What Are Your Hours?**

8:30 am to 6:00 p.m. EST - Mon-Fri. We also provide contact numbers in case you need assistance after hours.

#### **Do I Need A Prescription?**

We will contact your physician and arrange for an electronic RX to be sent to us if needed. These are typically good for life unless your doctor wants to change the testing frequency, or you change doctors. In that case, we would get a new prescription for the change. We can also provide an **Insulin Pump** if needed. We have trained staff that work with you. We carry Animas and Tandem Insulin pumps and pump supplies for all major brands.

#### **Can You Provide Diabetes Education?**

We have educational materials available and will provide those to you by request. We are active members of the American Diabetes Association and Juvenile Diabetes Research Foundation and can offer those resources as well.