



Health New England
Where you matter.

Durable Medical Equipment (DME)

Effective Date 1/1/2021 | Revised Date 1/1/2021

Durable Medical Equipment

Northwood, Inc. (Northwood), HNE's Durable Medical Equipment Partner

Northwood will manage a full range of services in order to administer our DMEPOS benefit, including:

- Prior Authorization
- Claims Processing and Adjudication
- Member and Provider Services
- Data Reporting
- Provider Contracting, Credentialing and Management
- Provider Inquiries, Grievances and Appeals

Examples of equipment and supplies that Northwood will manage include wheelchairs, oxygen and other kinds of respiratory equipment, nebulizers, prosthetics, orthotics, wigs, speech devices and other medical supplies (diabetic, ostomy, urological, incontinence and wound care). Some equipment and supplies will still be managed by HNE.

Please note that it is the health care provider's responsibility to prescribe, get authorization and make any other necessary arrangements with Northwood or HNE for medically necessary equipment and supplies.

For more about Northwood, visit <https://www.northwoodinc.com/>

[For a list of codes managed by Northwood, click here.](#)

Information pertaining to coverage and reimbursement guidelines should be referenced at <https://www.northwoodinc.com>

The information in the AELK Master List applies only to HNE's contracted network, specifically those whose contracts reference the AELK Master List or the DME Reference Log, which has been replaced by the Master List. Questions or clarification regarding coverage by non-DME vendors should be directed to Provider Relations at (800) 842-4464, extension 5000, or (413) 233-3313.

<p style="text-align: center;">Provider Types Managed by Northwood (Phone: 1-877-807-3701; Fax: 1-877-552-6551)</p>
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| <ul style="list-style-type: none">• Durable Medical Equipment providers• Emergency response providers• Wig providers• Breast prosthesis providers• Medical Supply providers• Pharmacy providers (who distribute/dispense DMEPOS)• Orthotics/Prosthetic providers• Oxygen/respiratory equipment providers | <ul style="list-style-type: none">• Speech generating device providers• Ocular prosthetic providers• Mobility providers• Home Infusion Providers*• Home Care Providers* (Home Health)• Specialty pharmacy providers*
• Sleep DME providers |
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***Exception:** When Home Infusion, Home Care and Specialty RX providers are billing for medical supplies and equipment related to infusion/parenteral/tube-fed nutrition, Health New England manages/pays for those supplies and/or equipment.

Provider Types Managed by HNE

(Phone: 1-800-842-4464, extension 5027; Fax: 1-413-233-2700)

- Acute, sub-acute/intermediate-care and rehabilitation hospitals/facilities
- Hearing Aid providers
- Physician and mid-level clinicians and corresponding locations
- Allied health practitioners (including podiatrists, physical therapists, occupational therapists, speech therapists and optometrists)
- Outpatient facilities (including outpatient hospitals, ambulatory surgery centers, labs, emergency rooms and urgent care centers)
- Cardiac monitoring providers
- Behavioral health providers
- Ambulance providers

NOTE: These providers may dispense and bill DMEPOS items to HNE which manages those supplies/services from these provider types.