



# J&B MEDICAL

## FREQUENTLY ASKED QUESTIONS

Phone: (800) 737-0045

Fax: (800) 737-0012

[info@jandbmedical.com](mailto:info@jandbmedical.com)

[www.jandbmedical.com](http://www.jandbmedical.com)

### Q: WHAT SUPPLIES CAN I GET FROM J&B MEDICAL?

**A:** J&B Medical offers all of the following product categories, and can help get most of your supplies from one provider: incontinence, urological, ostomy, wound care, enteral nutrition, breast pumps, home glucose testing supplies, insulin pumps and supplies, and Continuous Glucose Monitoring supplies.

### Q: HOW DO I GET AN ACCOUNT STARTED WITH J&B MEDICAL?

**A:** To get started complete our online intake form: [www.jandbmedical.com/become-a-member](http://www.jandbmedical.com/become-a-member) or call us at (800) 737-0045.

- Once your account is established, visit us at [www.jandbportal.com](http://www.jandbportal.com) to complete your Assignment of Benefits (AOB) form which authorizes J&B Medical to submit claims to your health plan on your behalf. We can also mail this form to you, upon request.
- A product assessment will be completed by one of our product specialists to determine the supplies you need.
- We will request a prescription from your ordering prescriber that meets the requirements of your health plan.
- If your health plan requires an authorization for your supplies we will submit the request on your behalf when possible.

### Q: WILL I BE ABLE TO GET THE SAME BRAND I AM USED TO GETTING?

**A:** J&B Medical may not have access to all of the generic and private label (i.e. store brand) products. However, our product offering is made up of a wide variety of comparable, brand name products that you can choose from that are covered by insurance payment amounts. Some insurance companies have limited product formularies that we are required to follow. We will help you find a product that works for you.

### Q: HOW CAN I CHECK MY ORDER STATUS?

**A:** If you have a web portal account, you can review your order status online. If you prefer to call into our customer service line, you have the ability to use automated self-service options to obtain shipment information and tracking details. Within a few months, if we have an email address on file, you will also receive an email with the tracking information.

### Q: WHAT DO I DO IF I RECEIVE MY ORDER AND IT'S INCORRECT?

**A:** Please open your boxes as soon as you receive them to check your order and contact J&B immediately at (800) 737-0045 if there are any issues so we can have our shipping department investigate the issue to resolve as quickly as possible. You can also send us a message through your web portal account.



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### Q: WHAT IF I NEED OVER-QUANTITY?

**A:** If you need more products than the quantity allowed by your insurance, we may need to obtain a Prior Authorization. We will review your product needs with you first, and then we will request a new prescription and a letter of medical necessity from your doctor, along with any chart notes. Once we have those items, we will submit the request for the Prior Authorization. Most insurance plans may take up to 30 days to review the information and make a determination. If it is approved, we will make the change to the order. If it is denied, you will typically receive notification from your plan that explains your appeal rights. While we wait for a decision, we can ship the quantity that is allowed by your insurance.

### Q: WHAT IF I NEED TO CHANGE MY PRODUCT SIZE OR TYPE?

**A:** If you are in need of a new product size our customer service department can adjust the sizes of products to suit your needs. We can also send you samples of different sizes to help you find the right fit. If you are in need of a new item your insurance may require an updated product assessment, and a new prescription may be needed from your physician.

### Q: WHAT SHOULD I DO IF I'M RUNNING LOW?

**A:** We will determine your monthly quantity based on how many times you use the product(s) each day. If you are running low, please contact our product specialists and let them know how many times you are using the item(s) and they can make adjustments to your order. In some cases, a new prescription may be needed from your doctor to confirm the medical necessity of the requested quantity.

### Q: WHAT SHOULD I DO IF I'M OVER-STOCKED?

**A:** It is your obligation to help us minimize waste. If you become over-stocked, please contact customer service at (800) 737-0045 or submit a request on the web portal, and let us know. We can place a hold on your overstocked items for up to six months, and we can also reduce the monthly quantity that you receive, to prevent future overstock. You will soon have the ability to make changes to your monthly order quantity, and to place items on hold, through your web portal account.

### Q: WHAT IF I EXPERIENCE A NATURAL OR MAN-MADE DISASTER AND I NEED MY SUPPLIES?

**A:** If your supplies are destroyed by fire, flood, or other weather related conditions, please contact our customer service department and let our representative know. We will help replace your damaged items until the next order is scheduled to ship. You may be asked to provide a copy of a police report or homeowners/renters insurance claim, so that we can submit the bill to your health insurance for your replacement supplies.

### TO PREVENT ANY DELAYS IN YOUR ORDERS, PLEASE NOTIFY US IF:

- Your doctor changes
- Your insurance changes
- Your address or phone number changes
- You go into the hospital, a nursing home, or hospice care.



J&B MEDICAL

# CONTACT US

## SMART PHONE SYSTEM

J&B Medical's new and improved smart phone system provides safety to your private information and quick answers to your simple questions without having to wait for a representative.



## PATIENT ONLINE PORTAL

The J&B Medical Patient Online Portal allows you to easily access the information you need about your account. Get these features with just one click:

- Reorder/confirm supplies
- Send us a message
- Track your orders

## MOBILE REORDERS

Receive reminders to reorder your supplies by a phone call or a text message to your mobile phone!

**Most insurances require J&B Medical to confirm your need to reorder.**

## QUESTIONS? CALL US!

We are available to serve you  
Monday - Friday 8:00 AM to  
6:00 PM EST. **Language  
interpretation available.**

Don't want to wait on hold? Leave your number and we'll call you back when a representative is available.

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