

Talking with Your Doctor about getting CGM

1. Know what you want and need

The main thing you need from your doctor is a prescription. You can share the links below with your doctor to help them understand the clinical benefits. To avoid delays, ask your doctor to make sure they write out important details in the prescription, such as the fact that you will use the device every day.

When a healthcare practitioner writes a prescription, they need to know exactly what supplies you need, how much you use in a month, and who your supplier is. You should be prepared to tell the doctor all the supplies you use and the quantities you will need. Make sure to include a few backups in your monthly count, in case of emergency. Making a list with these details before your appointment can be very helpful.

Do you have concerns about talking with your doctor or is your doctor resistant to new technologies? Remember, you are in charge of your body. Advocate for yourself with a list of reasons why you believe it is best for your lifestyle. If you don't think you can, bring a family member or trusted friend to help you.

3. Discuss Insurance Coverage

If your insurance company is refusing to cover some of your supplies, you can request a "Letter of Medical Necessity" from your healthcare provider. Many insurance companies have a template for physicians to fill out, so bring a copy of the template for your healthcare provider. Your insurance company may have specific qualifications they require you meet. Including some of these qualifications in the letter can greatly speed up the process of approval!

4. Follow-Up

Most of the time, things work out fine and this step is not necessary. However, if for some reason you have not received your supplies or prescription, there are a few steps you can take.

If you have not received your supplies from your supplier, first call the supply company and ask if they received a prescription from your clinic. Sometimes the supply company will receive your prescription, but have some other issue in sending the supplies to you, such as an invalid address or the need to confirm your insurance status. These are easy fixes over the phone. If the supplier has not received your prescription, reach out to your clinic and request that a new prescription be sent to your supplier. Make sure the clinic has the correct supplier information.

If you are waiting for your healthcare provider to write a "Letter of Medical Necessity" and they have not yet done so, feel free to send a note to your clinic reminding them of your request. Remember, your healthcare providers are very busy and see a lot of patients, so polite reminders can be very helpful!

From diabeteswise.org/talk-with-your-doctor and diabeteswise.org/how-to-get-a-sensor#talk-with-your-doctor-and-get-a-prescription