

Medical Supplies & Equipment

What is covered?

Health Benefits covers items under the following categories:

- **✓** Bathing and Toileting Aids
- **✓** Braces and Splints
- √ Cushions and Protectors
- **√** Diabetic and Heart Patient Devices
- **√** Foot Orthotics and Orthopedic Shoes
- **√** General Medical Supplies and Equipment
- √ Hearing Aids and Repairs
- √ Hospital Beds
- √ Lifting and Transfer Aids
- √ Limb and Body Orthotics

- √ Low Vision Aids
- √ Offloading Boots (Air Casts)
- √ Ostomy Supplies
- √ Oxygen, Sleep, and Breathing Aids
- ✓ Prosthetics and Supplies
- √ Surgical Stockings and Pressure Garments
- √ Urinary Supplies and Devices
- ✓ Walking Aids and Wheelchairs
- √ Wound Care Supplies

Some MS&E items require a prescription or written recommendation. Clients can access detailed information about their benefits through the online PBC Member Profile at www.pac.bluecross.ca or by calling Health Benefits at **1.855.550.5454**. Items and services not listed as a benefit may be covered on an exceptional basis. Call Health Benefits to learn more about exception requests.

Exclusions

Examples of MS&E items that are not covered include:

Household items

- · Items required for medical trials or studies
- Home renovations (e.g., ramps, stair lifts)
- Sports equipment (e.g., treadmills, exercise items)
- Items that are not medically necessary (e.g., items for cosmetic purposes)

Working with providers

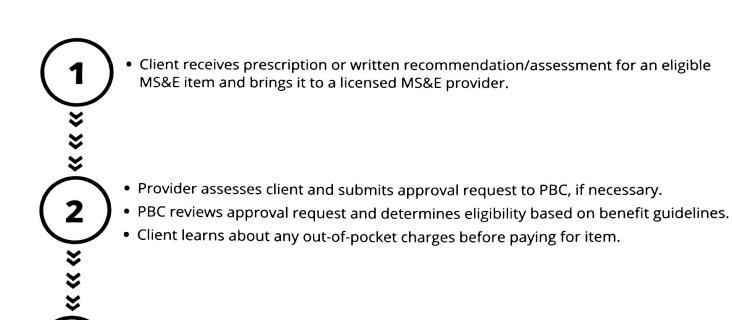
Some MS&E providers in BC are registered with PBC and can directly bill for items and services. Clients who see a provider who is not registered with PBC will need to pay out-of-pocket and submit a reimbursement request to PBC after their appointment. MS&E items must be provided by a licensed pharmacy or medical supply and equipment provider to be eligible.

Clients are strongly encouraged to discuss billing with their provider before booking an appointment.

Some questions to ask your provider about billing:

- Are you registered with PBC for direct billing or do I have to pay out-of-pocket?
- Do you require payment up-front for services (i.e., before treatment)?
- Do you charge above the amount covered by Health Benefits?

Accessing MS& Benefits



- Client receives medical item or device from provider.
 - Providers registered with PBC submit invoices directly to PBC.
 Providers not registered with PBC will provide client with an invoice. Client will pay out-of-pocket and submit a reimbursement request to PBC.