

Provider Update

Medline — new national vendor for incontinence management

Update: Amerigroup Community Care is pleased to introduce Medline Industries, Inc., a national manufacturer and distributor of medical supplies, which will be providing a quality incontinence management program and supplies for Amerigroup members.

✦ **What this means to you:** You can now refer patients to Medline's Dignity Program, request a comprehensive catalog of medical supplies for your office and assist members with ordering products from Medline.

About Medline

Medline is a participating provider with Amerigroup and is the largest privately held manufacturer and distributor of incontinence products in the United States. Medline offers Amerigroup members the Dignity Program, an incontinence management solution that promotes member satisfaction through assessments and a full range of products for adults and children.

What is Medline's Dignity Program?

Because continence care is very personal, the Dignity Program offers individualized care and guidance for selecting products with the right fit for the member. Members can receive no-cost samples and can access customer support 24 hours a day, 7 days a week; translation service is also available in over 200 languages. Finding products with the right size, fit and comfort is key to optimal member care and satisfaction.

How can I refer Amerigroup members to Medline?

Medline ships supplies directly to the member's home via FedEx. Most orders are processed within 24-48 hours with direct home delivery available Monday-Saturday. To place member orders, Medline Customer Service can be reached by phone (1-866-356-4997, option 5) or fax (1-866-202-1563), Monday-Friday, 7 a.m.-6 p.m. CT.

Medline can also provide your office with a comprehensive catalog of medical supplies. To receive a copy, please email kbraun@medline.com. For an electronic listing of products and to obtain an order form, visit medline.com/account/login.jsp (registration required).

What if I need assistance?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.