



June 17, 2024

RE: Durable Medical Equipment, Prosthetics, Orthotics, and Medical Supplies (DMEPOS) Online Order Platform

Dear Ordering Providers and DMEPOS Suppliers,

Commonwealth Care Alliance (CCA) is pleased to announce our new partnership with Tomorrow Health, a health technology company, to launch an easy-to-use online platform for ordering and tracking Durable Medical Equipment, Prosthetics, Orthotics, and Medical Supplies (DMEPOS) for **One Care** and **Senior Care Options (SCO)** members. Our aim is to streamline access to these important supplies for our members and reduce the administrative burden on our valued providers.

We have a deep appreciation for your commitment to the unique needs of CCA members and your ongoing partnership as we collectively aim to improve their health and well-being.

Features of Tomorrow Health:

- Clinically guided and automated electronic scripting, ordering, and prior authorization submissions of DMEPOS, ensuring complete and compliant documentation;
- Reduced administrative burden that facilitates quicker supply fulfillment and delivery;
- Enhanced member experience through improved alignment, speed, and transparency; and
- Strengthened communication and collaboration between ordering providers, DMEPOS suppliers, and CCA through direct digital messaging.

Effective September 2, 2024, ordering providers and their care teams can begin using the Tomorrow Health platform to order DMEPOS for CCA One Care and SCO members, and DMEPOS suppliers will be expected to use the platform to receive orders.

How To Get Started

Ordering Providers and staff:

1. **Create an account.** Registering with Tomorrow Health takes less than 2 minutes. To create an account, visit [Tomorrow Health's Sign-Up webpage](#).
2. **Activate your account.** You will receive an email from Tomorrow Health with your login information after your account is created. To login, visit [Tomorrow Health's Portal Log In](#).

3. **Attend an optional onboarding session.** Onboarding is self-guided through the platform. If you would prefer to walk through the platform live, Tomorrow Health hosts daily 30-minute onboarding sessions to explain how to submit and track orders. To sign up for a session, visit [Tomorrow Health's Webinar Sign-Up webpage](#).

Ordering providers can email providers@tomorrowhealth.com for further assistance.

DMEPOS Suppliers:

1. **Complete a survey.** [Fill in a short DME-POS Intake Form](#). This survey allows Tomorrow Health to understand your business and DMEPOS capabilities and should take no longer than 3 minutes.
2. **Activate your account.** You will receive an email from Tomorrow Health with your registration information after you complete the survey. To login, visit [Tomorrow Health's Portal Log In](#).
3. **Attend an onboarding session.** Tomorrow Health hosts daily 30-minute onboarding sessions to explain how to use their platform to receive orders. This training is **required** to start receiving orders. To sign up for a session, visit [Tomorrow Health's Webinar Sign-Up webpage](#).

DMEPOS suppliers can email dmeservices@tomorrowhealth.com for further assistance.

To learn more, please visit [Tomorrow Health's Resource Center](#).

What Comes Next?

Please register your organization for the Tomorrow Health platform. CCA will provide further communication about training and support opportunities over the next several months in preparation for our **go-live date of September 2, 2024**.

Frequently Asked Questions (FAQ)

1. When do I start using the Tomorrow Health Platform?

The expected start date of the program is September 2, 2024. Ordering providers and DMEPOS suppliers will receive notice from CCA sixty (60) days prior to the program start date. Notice will be given to ordering providers and DMEPOS suppliers through live webinars, via email, and posted on CCA's provider site.

2. Who may create an account and receive orders on the Tomorrow Health platform?

Any in-network ordering provider, member of their care team, and DMEPOS supplier can create an account for the Tomorrow Health platform.

3. Who will review and make Prior Authorizations?

CCA will continue to review and make decisions on all DMEPOS prior authorizations.

4. Is CCA delegating their DMEPOS supplier network to Tomorrow Health?

No. CCA is still directly contracting, credentialing, and managing the DMEPOS supplier network. Tomorrow Health will support CCA in the operations and performance oversight of the DMEPOS supplier network.

5. Can members choose their DMEPOS supplier?

Yes. CCA honors member preference. Ordering providers and CCA staff can indicate a member's choice of DMEPOS supplier on each order. The Tomorrow Health portal will ensure that orders are directed to the member's preferred supplier.

6. Who makes the determination of which DMEPOS supplier receives the order?

There are two ways an order can be submitted:

- The ordering provider selects a supplier based on member's preference. If the ordering provider indicates a member's preferred DMEPOS supplier, this preference will always be honored.
- The ordering provider does not indicate a preference. If the ordering provider does not indicate a preferred DMEPOS supplier, the order will be matched to a supplier based on ability to supply the requested product(s), member's geography, and a variety of quality and cost measures specific to the item ordered.

7. Are ordering providers and DMEPOS suppliers required to pay to use the Tomorrow Health platform?

No. Ordering providers do not pay to use the platform, and DMEPOS suppliers who are in-network with CCA will receive and process orders for CCA members free of charge.

CCA is committed to helping you transition to the Tomorrow Health platform. If you have any additional questions, please contact CCA Provider Services at 866-420-9332 between 8:00 am and 6:00 pm, Monday through Friday.

Thank you for being a valued CCA partner.

Sincerely,

Whitney Moyer

Whitney Moyer
Vice President, Clinical Provider Integration