Medtronic

Insulin Pumps, Pump Supplies, and CGM System Information

Medtronic is a global healthcare solutions company committed to improving the lives of people through medical technologies, services, and solutions.

Products Available at Medtronic

- Insulin Pumps (MiniMed)
- Insulin Pump Supplies and batteries
- Continuous Glucose Monitoring Systems (CGMs)
  - Transmitter
  - Receiver
  - Sensors

How to Order at Medtronic

New patients

- Have your health insurance card, doctor’s name and phone number, and the names and descriptions of the products you wish to order.
- Contact us at 888-350-3199 to set up an account. You can also fill out a form online at www.medtronicdiabetes.com to have a Medtronic representative contact you personally.
- Inform the Customer Service representative that you are a Mission Health employee
- Medtronic will verify your eligibility and insurance coverage, contact your doctor for required information, then ship supplies to you.
- This process generally takes 5-7 business days

To request refills

- Have your health insurance card, doctor’s name and phone number, account number, and the names of the products you wish to order.
- Call 800-646-4633 or order online at www.medtronicdiabetes.com
- Inform the Customer Service representative that you are a Mission Health employee
- This process generally takes 5 business days
- Patient can also be set up for auto orders quarterly, as benefit dictates.
- Remember, a new prescription / doctor’s order is required annually.
- Contact Medtronic 30 days prior to running out of supplies.

Change in Treatment Plan

Please contact Medtronic as quickly as possible should your treatment plan change in any way. For example a change in how often you change your infusion sets from every 3 days to every 2 days will need to get a new doctor’s order to accommodate the new treatment plan. Once received, Medtronic will dispense according to the new doctor’s orders.
Coverage for Products Available at Medtronic

Insulin pumps and CGMs are billed to the health plan and subject to deductible and coinsurance/copay. For Members Enrolled in the MyHealthyLife Chronic Condition Management Program, the following supplies are covered at 100% through your Mission health plan benefit:

- Continuous Glucose Monitor Sensors
- Insulin Pump Reservoirs
- Insulin Pump Infusion Sets

All other supplies are subject to your plan’s deductible and co-pays. Coverage is determined by your health plan. Please call the customer service number on your health insurance card to determine your coverage amounts. Medtronic bills according to the health plan’s rules, regulations and per the Explanation of Benefits.

Return Policy

Contact Medtronic no later than 30 days after date of shipment to request a return shipment label for the return of any unopened product.

For any additional inquiries, members can be directed to Medtronic Customer Service at 800-646-4633.