

FAQ

FREQUENTLY ASKED QUESTIONS

**CONTINUOUS GLUCOSE MONITORS
& DIABETIC TESTING SUPPLIES**

Better Service, Better Care.™

WHAT WE DO

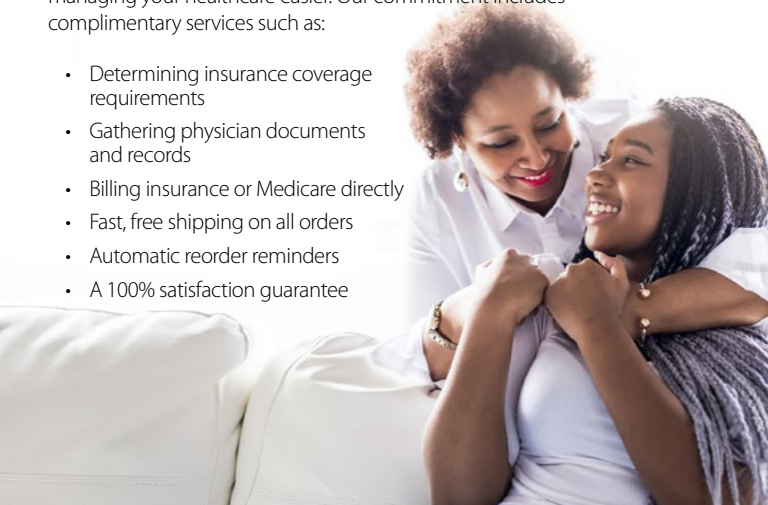
Your health is your top priority. At US MED, your health is our top priority. Having partnered with industry-leading medical and diabetic supply manufacturers for over 20 years, US MED has earned the reputation, accreditations, and approvals consistent with the level of excellence you deserve.

We understand that navigating the ins and outs of insurance, coordinating coverages with your physicians, and ensuring you have the right medical supplies delivered right when you need them can be a complicated process. That's why we have worked hard to establish solid partnerships with more than 500 private insurance providers nationwide. Our highly-trained team of experts stays focused on alleviating the burden of insurance and physician paperwork processes.

OUR PROMISE TO YOU

US MED goes above and beyond to ensure consistent, exemplary service that not only meets your needs, but goes beyond to make managing your healthcare easier. Our commitment includes complimentary services such as:

- Determining insurance coverage requirements
- Gathering physician documents and records
- Billing insurance or Medicare directly
- Fast, free shipping on all orders
- Automatic reorder reminders
- A 100% satisfaction guarantee



WHO WE ARE

YOUR TRUSTED DIABETIC AND MEDICAL SUPPLIES PROVIDER ◦

Since 1996, US MED has served over 1 million satisfied patients and is America's primary choice for home delivery of quality diabetes and medical supplies.

With an A+ rating with the Better Business Bureau, US MED is licensed in all 50 states and is accredited by the Accreditation Commission for Healthcare (ACHC) along with approval by the American Diabetes Association.

With a team of highly-trained experts ready to answer your questions, US MED delivers not only the medical supplies you need, but the knowledge and expertise to ensure your needs are met.

WHAT MAKES US DIFFERENT? ◦

It starts with the first telephone call, where you will immediately feel comfortable working with a dedicated team of patient care representatives who are courteous, knowledgeable and trained in dealing with the special needs and requirements of those with chronic conditions.

It continues with our U.S.-based call center -- available 24/7/365 -- where it is our mission to improve your quality of life through the timely, accurate, and affordable delivery of the medical and diabetic supplies you need.

In addition, our Certified Diabetes Care and Education Specialist on staff welcomes your questions and strives to provide the educational assistance you need for your diabetes testing and medical supplies.

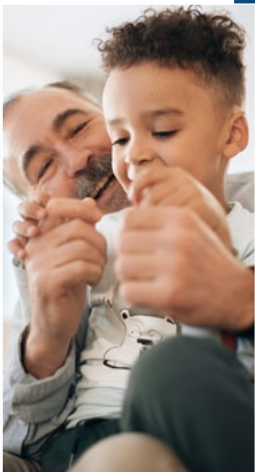
FAQ

What Different Types Of CGMs Are Available?



At US MED, we offer continuous glucose monitoring systems from leading brands, such as the FreeStyle Libre, the FreeStyle Libre 2, and the Dexcom G6. We also sell 90-days worth of CGM supplies and will remind you when it's time to order new sensors.

FAQ



Will my Insurance cover my CGM supplies?

Medicare, Medicaid, and most insurances cover continuous glucose monitors and supplies. There are many variables that will determine what your insurance will cover.

Please call us at **1-877-840-8218** for a free benefits check, to learn if your insurance will cover a CGM and what percentage of the costs they will cover.

FAQ

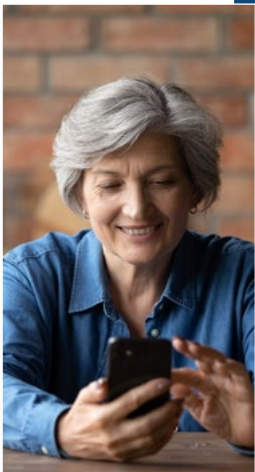


Do I need a prescription for a Continuous Glucose Monitor?



Yes. CGMs are regulated by the FDA and are only approved for use with a prescription from your doctor. US MED will not be able to provide you a continuous glucose monitoring device without having a prescription from your doctor.

FAQ



Which CGMs Have App Capabilities?



Each CGM system is compatible with their own apps.

Dexcom G6:

The app is called “Dexcom G6” and is available for Apple watches and phones from the App Store or from Google Play. With the app, you’ll be able to see your glucose numbers, and enable other features like alerts and data sharing.

FreeStyle Libre 14-Day:

The app is called “LibreLink” and is available through the Apple App Store or Google Play. This app allows you to monitor glucose on your Smartphone and adds many of the reader features to your phone.

FreeStyle Libre 2:

In the US, there is no app available for this system. The FreeStyle Libre 2 system is designed for use with the FreeStyle Libre 2 app, which is currently under FDA review.

FAQ



What Are The Benefits Of CGM Systems?

- These systems allow you to get regular updates on your sugar while nearly eliminating the need for painful finger stick tests. You can also easily send this information to friends and family.

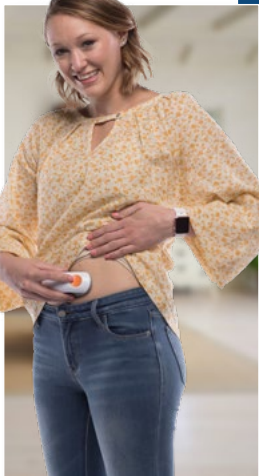
FAQ



How Long Do CGM Systems Work?

The sensors used in continuous glucose monitoring systems can stay in place for quite a while. For example, the Dexcom G6 CGM's sensors can be used for 10 days before they'll need to be replaced. The FreeStyle Libre sensor lasts 14 days.

FAQ



Are Continuous Glucose Monitors Accurate?

The continuous glucose monitoring systems sold by US MED have been approved for use by patients with diabetes by the FDA. If you run into any unusually high or low readings from your CGM, you can confirm them with a fingerstick test.

FAQ



How Do Continuous Glucose Monitors Work?

○

It's easy to use a CGM. You just insert a small sensor under the skin by using a simple applicator. The sensor is held in place by adhesive tape. This allows the sensor to measure glucose readings in the interstitial fluid, which is fluid that surrounds the cells. It takes the readings throughout the day and night.

A transmitter, which is connected to the sensor, causes the system to send real-time readings wirelessly to either a monitoring device or an app on your smartphone that displays your glucose data.

FAQ



Does US MED Really Provide 90-Day Supplies For CGM Systems?



Yes, once qualified all US MED patients receive 90-day supplies with each order regardless of private insurance or Medicare / Medicaid coverage.

FAQ



Are Dexcom G6 Sensors Waterproof?

The Dexcom G6 system's sensors and transmitters are water-resistant as long as the transmitter is installed properly and can be exposed to water for short periods of time. The receiver, however, is not water-resistant or waterproof.

FAQ



Does the Dexcom G6 Have a Needle?



Yes, the G6 sensor applicator has a small needle. When applying a Dexcom G6 CGM sensor, you'll feel a slight pinch as the needle inside the applicator pushes the sensor through your skin to reach the interstitial fluid. The needle retracts into the plastic applicator, which is then discarded. You won't have a needle under your skin while using the system - just the sensor.

FAQ



What's the difference between the FreeStyle Libre 14-day or FreeStyle Libre 2 CGM systems?



The FreeStyle Libre 2 system has been designated as an iCGM by the FDA, meaning it can communicate digitally with other devices. It has also been approved for use by children starting at the age of four.

FAQ



Why Do People Buy Diabetes Test Strips?



Test strips are used by diabetes patients along with traditional glucose meters to check their blood sugar. These strips can only be used for a single reading each, so it's important to make sure you're not at risk of running out.

FAQ

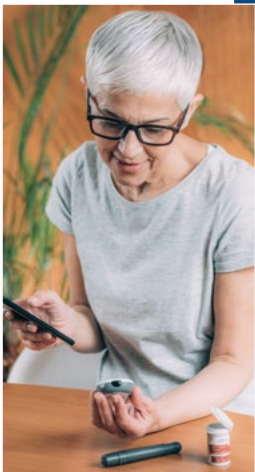


What Diabetic Supplies Do I Need?

Essential testing supplies for people with diabetes include:

- A traditional glucose meter
- Testing strips and/or a continuous glucose monitoring system
- Lancets
- A lancing device
- Control solutions

FAQ



How Accurate Are Blood Sugar Test Strips?

While accuracy levels can vary from brand to brand, any commercially-available glucose meter and testing strips are within 20 percent of ideal lab values.

FAQ



How Soon After Waking Up Should I Test My Blood Sugar?

○ You should test your blood sugar immediately upon waking up. That way, if your glucose levels are abnormal, you can take steps to fix this.

MORE US MED RESOURCES



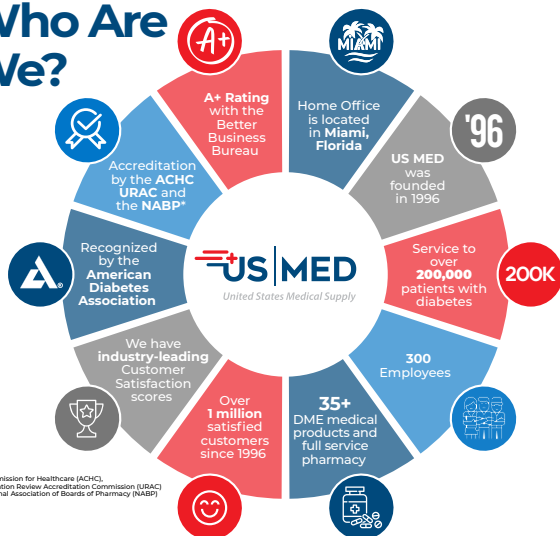
Healthy
RECIPES



*Living with
Diabetes*
BLOG

FOLLOW US ON SOCIAL MEDIA

Who Are We?



What Do We Do?



We Provide White-Glove Service



- Experienced diabetes specialists to answer your questions
- Certified Diabetes Educator, Respiratory Specialists and Pharmacists on staff
- Physician documents and records collection
- Insurance benefits checks
- Provider for Medicare and over 500 private insurance carriers
- Direct billing to your insurance or Medicare
- Free priority shipping
- 100% satisfaction guarantee
- Automatic reorder reminders

Contact US MED at:
1-888-920-1101



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