



**TRANSCEND  
MEDICAL**

Going Beyond The Limits

133 Woods Cove Road  
Scottsboro, AL 35768  
800-403-3740 toll free  
256-259-3123 local  
256-259-1498 Fax

2001 Henry Street  
Guntersville, AL 35976  
800-403-3740 toll free  
256-582-1982 Local  
256-571-9158 Fax

THANK YOU – For Choosing Transcend Medical for your medical equipment needs.

We will make an attempt to get the documents needed for billing your insurance. Each office responds to attempts at different time intervals. The items we typically need for insurance to agree to pay, for your items, is listed below.

- Signed SWO (Signed Written Order) some items like oxygen and lymphedema pumps may require CMN (Certificate of Medical Necessity)
- Notes from the face to face visit with your health care provider – in the notes it needs to address the reason why the items are needed (tips are listed on line on how to complete)
- A qualifying diagnosis that show condition is a chronic condition
- Some items require proof of need by testing example – a sleep study is required for a CPAP machine, oxygen sat for Home oxygen etc.
- On Power Wheelchair a home assessment is required to ensure item will work in the home

If you need item more immediately or need to follow up on order, we recommend you contact your provider to ensure they have sent needed information. You can have them fax to 256-259-1498. If they have any questions on what is needed, they can review our web page or call our office and on phone tree select option 3 to speak to billing intake department.

We can not go forward on your request until we have everything, we need to submit for insurance to approve this item. Talk to our friendly staff to ask for other options including how to purchase the item outright. We will contact you as soon as we have what we need. FYI – some insurance requires prior authorization before delivery this may also delay approval

As always, we sincerely appreciate you choosing Transcend Medical.