

# FAQs

## Durable Medical Equipment

### What is durable medical equipment?

Durable medical equipment (DME) is equipment and supplies ordered by a health care provider for everyday or extended use. DME may include oxygen equipment, wheelchairs, crutches or blood testing strips for individuals with diabetes.

### How can I find an in-network DME provider?

You can find in-network DME providers on **nyceppo.com**, the **NYCE PPO app** and in your **NYCE PPO member portal**.

To find an In-network DME provider on **nyceppo.com**, select **Find a provider** from the top navigation bar, then select **Find medical providers**. From there, select **Hospital/Facility/Lab/DME**. Then refine your search by scrolling through the **Specialty type** options and select **Durable medical equipment** to locate in-network DME providers near you.

**Note:** When searching for a DME provider, include the zip code where you plan to pick up DME products or the zip code where you plan to ship DME products, such as your home.

### Do I need prior authorization to get DME?

You will need prior authorization for:

- DME purchases over \$1,500
- DME rentals over \$500
- Prosthetics over \$1,000

If you have questions about DME prior authorizations, talk with your provider.



### Questions?

For help finding a DME provider near you or to see if your current DME provider is in-network, call Customer Service at **212-501-4444** (TTY: **711**).