



HomeMed Shipment of Nutrition Formula and Tube Feeding Supplies

How do I get my tube feeding supplies?

HomeMed will set up a delivery of your supplies and have them shipped to your home. A customer service representative will call you before each delivery to see if there are any changes to your order.

How often will I receive my shipment?

- You will receive your supplies every 2 weeks for the first 2 months.
- After the first 2 months, your deliveries will change to once every 4 weeks.

Why do I get a phone call before every delivery?

Insurance companies require us to speak with you before shipping your order. If we aren't able to reach you by phone, we must place your order on hold.

How long does it take to get my supplies?

Deliveries can take up to 5 business days. Please make sure to order your supplies **before** you need them to avoid shipping costs. You must request orders by 12:00 PM (noon) up to 5 business days before delivery to get them on time without extra costs.

What if I am admitted (checked in) to the hospital?

- Call HomeMed at (800) 862-2731 to let your customer service representative know that you've been admitted to the hospital. We will place your deliveries on hold. When you are discharged from the hospital, we will start to send supplies to your home again.

- **Do not use your home tube feeding supplies or formula while you are in the hospital.**

What if I still have questions about my delivery or supplies?

- On Monday through Friday between 8:00 AM – 5:30 PM, call HomeMed at **(800) 862-2731**.
- For urgent issues, we have someone available to help you 24 hours a day, 7 days a week. After regular hours, you can call the HomeMed number and dial 1 to leave a voicemail message about your supply needs. If you don't dial 1, the call will connect you to the hospital phone operator. From there, you can tell them you're a HomeMed patient and they will connect you to the on-call pharmacist or nurse.

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