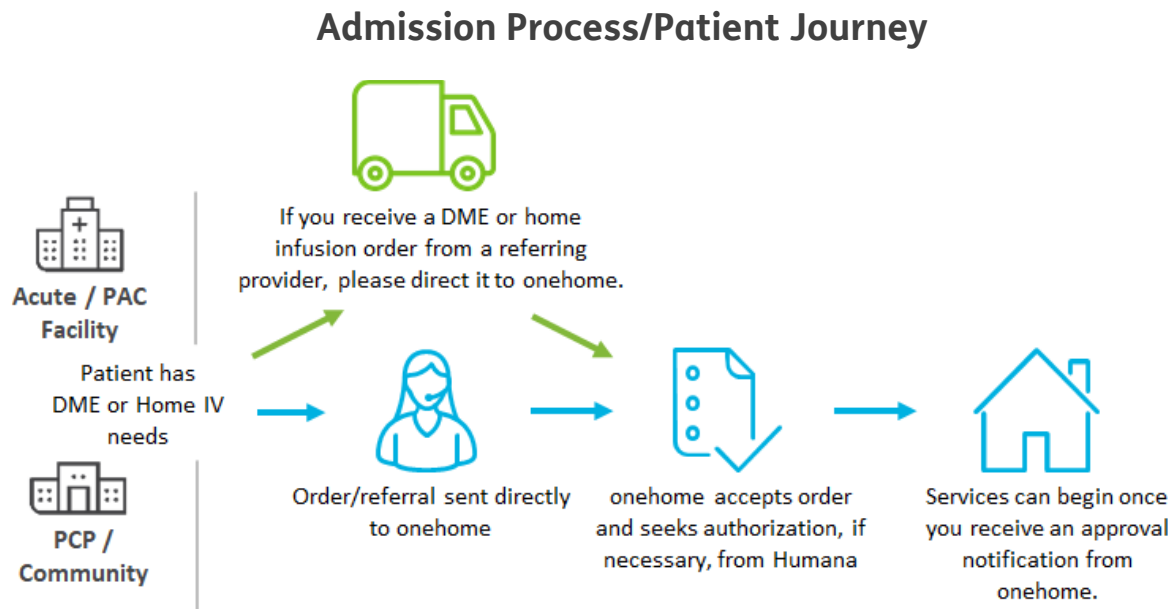


Effective: January 1, 2023

onehome Durable Medical Equipment (DME) and home infusion order process



To submit an authorization request:

- If you receive a DME or home infusion order from a referring provider, please direct it to onehome prior to fulfillment.*
- Simply forward the order to onehome via fax: **855-475-5614**
- Be sure to include the appropriate return fax number with the order.
- Services can begin once you receive an approval notification from onehome

*Excludes the following DME groupings: prosthetics, orthotics and diabetic supplies

Visit the **Frequently Asked Questions** section of onehome's provider portal at <https://onehome.health/for-providers> to learn more.

For DME and home infusion related questions, call onehome at **833-523-2609 option 3**.

Monday - Friday 8 a.m. to 9 p.m. EST

Saturday - Sunday 8 a.m. to 5 p.m. EST

For general eligibility/benefits and claims inquiries, contact Humana Medicare Customer Service at **800-457-4708**.

Monday - Friday 8 a.m. to 8 p.m. EST