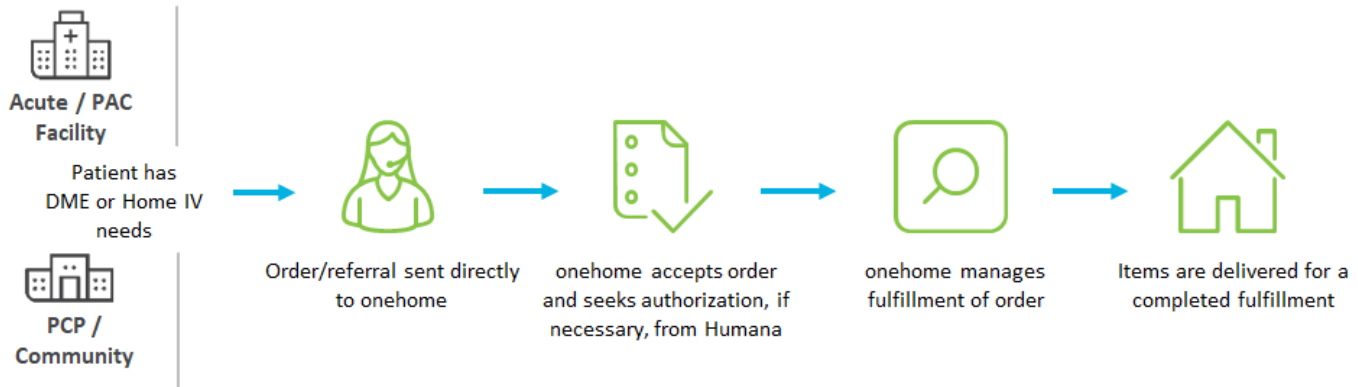


Effective: January 1, 2023

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

Admission Process/Patient Journey



onehome's intake team accepts patient orders electronically or via fax server.

- **Careport/ECIN:**

Select "One Homecare Solutions" as the provider for DME orders

- **NaviHealth/Curaspan:**

DME: Select "One Home Medical Equipment" under the "Home Services and Level of Care DME Supplier" section

- **FAX:** You can also fax requests to onehome at **855-475-5614**.

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

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

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