

**GOLDEN STATE MEDICAL, Inc.**  
**GUIDELINES FOR ISSUING A TENS UNIT**  
**TO A PRIVATE INSURANCE OR WORKERS' COMPENSATION PATIENTS**

**REQUIREMENTS PRIOR TO ISSUING THE TENS UNIT**

- Prescription signed by a Physician (M.D. or D.O.)  
 Required elements:
  - Patient name
  - Patient Date of Birth
  - Diagnosis
  - Doctor's name printed
  - Doctor's signature
  - Date
- Medical Documentation, such as:
  - Doctor's First Report, PR-2 notes, Letter of Medical Justification, chart notes, etc.
- Patient demographics and all Workers' Compensation information, including:
  - Name of WC carrier
  - Adjuster name
  - Phone number
  - Claim number
  - Date of Injury

**UNIT ISSUING PROCESS**

- Complete all information on the contract
- Have the patient complete, date and sign the Rental/Purchase Agreement
- Fax the prescription and accompanying medical records to Golden State Medical at (530) 885-3632.

**THE AUTHORIZATION PROCESS**

Once the required paperwork has been received by Golden State Medical, the authorization process begins.

<b>Private Insurance</b>	<b>Workers' Compensation</b>
<ul style="list-style-type: none"> <li>▪ Our Authorization Specialists will contact the patient's insurance company to obtain coverage, deductible and co-pay information. We will call the patient to discuss insurance coverage and patient responsibility, if applicable.</li> <li>▪ If the patient's insurance does not cover TENS units we will offer a cash price.</li> <li>▪ If the patient decides not to keep and pay for the TENS unit we will provide the patient with a postage paid envelope to return the TENS unit to Golden State Medical, Inc.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Our Authorization Specialists will contact the Workers' Compensation carrier and follow their protocol for obtaining authorization. This process can take time, but our Authorization specialists are trained in the process and will work directly with the insurance company on a continual basis until a determination has been made.</li> <li>▪ If the Authorization Request is denied, our Authorization Specialists will communicate with the patient to review options.</li> <li>▪ If we continue to receive a denial we will provide the patient with a postage paid envelope to return the TENS unit to Golden State Medical, Inc.</li> </ul>