edgepark®

Welcome to Edgepark!

Resource guide: Navigating your medical supplies journey

Managing your health isn't always easy, but getting the supplies you need should be. **We're here to help – every step of the way.**

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Welcome—we're glad you're here

Our goal is simple: To make getting your supplies one less thing for you to worry about. We do that through a streamlined process, easy-to-use tools and a dedicated team ready to help every step of the way. From verifying coverage to coordinating delivery, we'll handle the details so you can focus on what matters most.

This guide outlines what you can expect from your first order to every order that follows. You'll also find helpful contact information and resources should you need assistance with an order, your account, or have any questions along the way.

Above all, we are grateful for the opportunity to support your care. Providing your medical supplies is a responsibility we take seriously, and we're committed to delivering the reliable service, guidance and support you deserve – whenever you need us.

Let's stay connected

We are here to answer your questions about orders, insurance coverage, shipments, account support, product guidance and more! Add us to your list of contacts so you know when we're trying to reach you – and so you can quickly reach us with any questions!*

Scan the QR code to save contact information

Edgepark

Phone: 1.800.321.0591
Fax: 1.866.510.6583
Website: my.edgepark.com

Edgepark Pharmacy

Phone: 1.877.852.3512
Website: my.edgepark.com/pharmacy

* If you have questions about your treatment plan or health condition, please contact your healthcare provider. **For emergencies, please contact your physician or call 911.**

Explore our offerings

Supporting your individual care needs

Because everyone's health needs are unique, we offer a wide range of products to help support the care that's right for you.

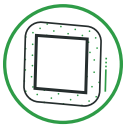
Categories we proudly serve

Diabetes care
Including continuous glucose monitors (CGMs), glucose meters, test strips, lancets, insulin pumps and pens, glucose tabs and liquids, and diabetes wound care supplies.

Incontinence care
Discreet, comfortable, and highly absorbent products designed to support daily confidence and mobility.

Ostomy care
Pouching systems, skin barriers, adhesives, and accessories to provide security, comfort, and skin protection.

Urology care
Short-term and long-term catheter users with products designed for safety and comfort.



Wound care
Dressings, bandages, cleansers, and advanced wound care products to support both simple and complex needs.

Breast pumps & supplies
Wearable and traditional pump options, along with replacement parts and accessories to support every feeding journey.

CPAP care
Masks, tubing, filters, and replacement parts that help keep therapy comfortable and effective.

Respiratory care
Nebulizers, nebulizer kits, airway clearance devices, and essential accessories to help members manage their respiratory health confidently at home.

View all products »

Simplify your ongoing journey

Get started with an online account

An online account makes it simple to stay on top of your supplies. Confirm and track orders, manage communication preferences, view account information, and get support when it's convenient for you.

Here are some tips for setting up your online access:

1. Go to **https://my.edgepark.com/register**
2. Enter your last name, date of birth, and Edgepark account number, if you have one
3. Follow the prompts to complete sign-up.

Managing your orders

Within your account, you can adjust your communication preferences at any time. You'll also have **24/7 access** to manage orders and get support online, giving you more flexibility and control over your care.

Here's a quick look at how we process orders:

1. **We review your order and insurance***
   Once your order is received, our team checks your insurance coverage and reviews what's needed to move forward.
2. **We work directly with your healthcare provider**
   If a prescription or medical documentation is required, we'll contact your provider on your behalf—so you don't have to coordinate anything.
3. **We confirm details when needed**
   If we have questions about your order, costs, or next steps, we'll reach out before anything ships.
4. **Your supplies are prepared and shipped**
   After everything is approved, your supplies are shipped directly to your home, within 1–2 business days after all required documentation and approvals are received. Every situation is a little different, but our goal is always the same: keep the process moving smoothly and keep you informed every step of the way.

Enrolling in SMS/Text alerts

When creating your account, check the 'opt-in' box to enroll in text message alerts during the enrollment process. If your account is already created, simply follow these steps to enroll in text message alerts:

1. Go to **my.edgepark.com** and log in to your account
2. Navigate to **"My Account"** from the main menu
3. Select **"Profile and Password"**
4. Select **"Edit"**
5. Check the box under **"Text/SMS Messages"** to enroll
6. Enter your **mobile number**
7. Click **"Save"**

Online payments

In our secure online billing portal, you can view statements and submit payments electronically.
Note: Prefer to pay by phone? **Give us a call: 1.800.321.0591!**

*__Disclaimer:__ Our team will route your prescription based on standard guidelines, but final coverage decisions and benefit tiering are determined by your insurance plan. Processes, coverage requirements, and fulfillment timelines may vary depending on whether your supplies are provided through your pharmacy benefit or medical benefit, as well as the specific entity responsible for fulfilling your order. Eligibility, documentation requirements, and applicable policies are subject to change based on insurance plan rules, provider guidelines, and regulatory requirements. Please contact our customer support team for questions related to your specific coverage or fulfillment process.

continucare

Reorders, made simple

We make getting medical supplies easy

Meet **ContinuCare®**, our convenient reorder reminder program that takes the guesswork and stress out of your supply journey.

Delivery when and where you need it

You confirm your order – we do the rest. **ContinuCare** reminds you to review and confirm each order before it ships.* Once you confirm, you can count on fast, reliable delivery of the products you need, exactly when and where you need them. Here's what to expect once you enroll:

- **Proactive reminders that fit your life**
  Based on your insurance, you'll receive alerts 14 to 28 days before your next shipment.
- **We meet you where you are**
  When enrolling, choose if you want to receive these via phone, email or text.
- **Quick, accurate order confirmation**
  Each time you receive a reminder, simply follow the steps provided to confirm your order details.
- **Support you don't have to think about**
  We work behind the scenes with your doctor and insurance provider to verify coverage, update prescriptions, and secure any required documentation.

Need to make a return?

Some orders may be eligible for a return. Review our Return Policy at **edgepark.com/returnPolicy** or contact Customer Service for details.

One simple path to the supplies you need

Some supplies may be covered through your medical benefit, pharmacy benefit, or both. The good news? You don't need to worry about how your supplies get to you – that's our job.

At **Edgepark,** we are both a DME and a pharmacy supplier. No matter where your supplies need to be billed, we have you covered.† We work with your healthcare provider and insurance plan to route things accordingly and get the supplies you need delivered smoothly and on time.

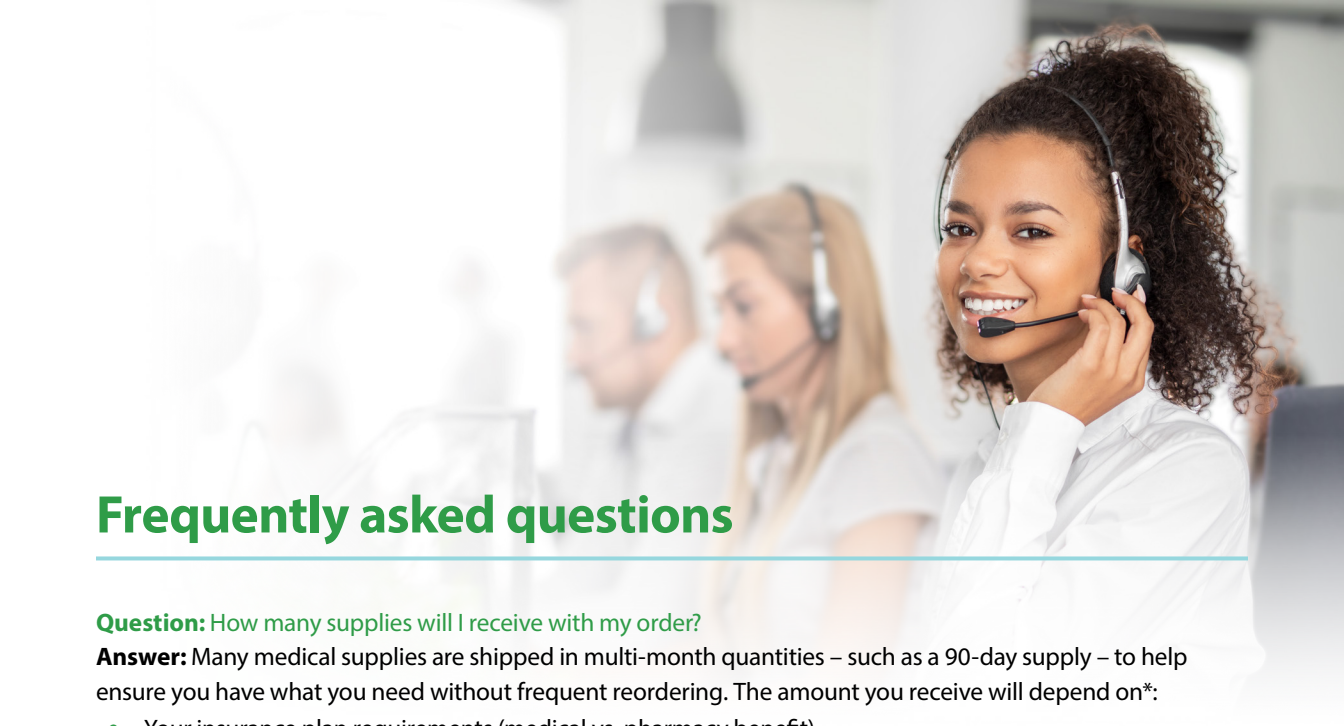
Navigating your insurance benefits

We identify the appropriate coverage pathway based on your insurance plan and product eligibility, including:

- Checking your coverage
- Submitting and collecting the right documentation
- Sending your prescription down the correct path

*Not an autoship program. Orders must be confirmed upon each reminder alert receipt.

†**Disclaimer:** Our team will route your prescription based on standard guidelines, but final coverage decisions and benefit tiering are determined by your insurance plan. Processes, coverage requirements, and fulfillment timelines may vary depending on whether your supplies are provided through your pharmacy benefit or medical benefit, as well as the specific entity responsible for fulfilling your order. Eligibility, documentation requirements, and applicable policies are subject to change based on insurance plan rules, provider guidelines, and regulatory requirements. Please contact our customer support team for questions related to your specific coverage or fulfillment process.



Frequently asked questions

Question: How many supplies will I receive with my order?

Answer: Many medical supplies are shipped in multi-month quantities – such as a 90-day supply – to help ensure you have what you need without frequent reordering. The amount you receive will depend on*:

- Your insurance plan requirements (medical vs. pharmacy benefit)
- The type of supplies ordered
- Your prescribed usage and medical necessity

Question: How can I help avoid common delays?

Answer: A few simple steps can help prevent delays and ensure you receive your supplies on time:

- **Respond to reorder reminders**
  Confirming your order when you receive a reminder helps avoid gaps in supplies.
- **Renew prescriptions when needed**
  Some supplies require updated prescriptions over time. We'll let you know if action is needed.
- **Confirm each shipment if you receive supplies in multiple orders**
  Each shipment requires its own confirmation.
- **Please update your account with any changes** as soon as possible to help prevent interruptions to the medical supplies we provide. This includes updates to the following:
  - Health insurance provider
  - Physician information, including name, address, and phone number
  - Mailing address
  - Contact details such as home phone number, mobile number, or email address

Question: What do I need to know about my insurance?

Answer: We're here to help make things clearer. We work behind-the-scenes to manage what's covered and needed under your insurance plan. Here's what's helpful to know:

- Your insurance plan determines which products are covered, how often you can reorder, and how much may be billed to you.
- Some plans require prescriptions, prior authorizations, or medical documentation before supplies can ship.
- Depending on your plan, you may be responsible for copays, coinsurance, or deductible amounts.

* **Disclaimer:** Actual days' supply and refill timing may vary. If you have questions about your specific order quantity or refill schedule, our member support teams are always available to help. Shipment quantities are determined by your insurance plan and prescription requirements.

We believe **getting supplies** should be easy.

For more information or to order, contact your Edgepark sales representative, call **1.800.321.0591** or visit **my.edgepark.com.**

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