

**PacificSource Community Solutions  
Continuous Glucose Monitor  
Frequently Asked Questions**

**\*\*For Provider Use Only\*\***

**1. What is the difference between a therapeutic and non-therapeutic Continuous Glucose Monitor (CGM)?**

- a. A “therapeutic” CGM is a system approved by the FDA as a replacement for home blood glucose monitors. It performs the medically necessary function of the home glucose monitor to make diabetes treatment decisions.
- b. A “non-therapeutic” CGM are devices used as an adjunct to home blood glucose monitor testing. It is not a replacement for home blood glucose monitors. It does not perform a medically necessary function and is not used to make diabetes treatment decisions. It is precautionary. Any CGM system that does not have the above FDA designation would be considered a “non-therapeutic” CGM

**2. HCPC codes for continuous glucose monitors**

- a. **Therapeutic CGM**
  - i. K0553 Supplies used with therapeutic CGM\*
  - ii. K0554 Monitor
- b. **Non-therapeutic CGM**
  - iii. A9276 Sensors
  - iv. A9277 Transmitter
  - v. A9278 Receiver

\*Code K0553 includes ALL ITEMS necessary for use of the device and includes, but not limited to CGM sensor, CGM transmitter, home Blood glucose monitor and all related Blood glucose monitor supplies, and batteries.

**3. *Starting January 1, 2019 PSCS will be covering therapeutic continuous glucose monitors only.***

- 4. A Therapeutic CGM may be ordered through a contracted DME company or an in-network pharmacy.**
- 5. What information is required when submitting a preapproval request to a DME company?**
  - a. Member name, date of birth, and member Id number.
  - b. Requesting provider information and contact information
  - c. Diagnosis code(s)
  - d. Start date of request and timeframe
  - e. HCPC codes for each item and amount of each item being requested
  - f. Specific name of the CGM system being requested
  - g. Chart notes are always required.
  - h. The DME Company will send the PA request to PacificSource Community Solutions.
- 6. Pharmacy preapproval process?**
  - a. Please see <https://communitysolutions.pacificsource.com/Search/Drug>
    - i. Preapproval Criteria
- 7. If you do not have online access to InTouch or need training, please contact your Provider Service Representative for assistance.**
- 8. When will I receive a determination for a preapproval request?**
  - a. PacificSource Community Solutions responds to standard preapproval requests within 14 calendar days, but usually renders a decision much sooner.
- 9. How will I know my preapproval request has been approved?**
  - a. The decision will be visible within InTouch, our online provider portal.

Please contact your PacificSource Provider Service Representative with questions related to this process.

Phone: (800) 624-6052, ext. 2580

Email: [providerservicerep@pacificsource.com](mailto:providerservicerep@pacificsource.com)