

# CGM PATIENT SUPPORT

## TIPS FOR MANAGING YOUR CONTINUOUS GLUCOSE MONITOR (CGM)

- Please take a picture of your sensor packaging before throwing it away. You might need the serial/lot number for a replacement. (See FAQ on next page: "What do I do if I have a bad sensor?")
- Don't throw away bad sensors. You might need to send them back for a replacement. (See FAQ on next page: "What do I do if I have a bad sensor?")
- Please return refill calls as soon as possible. We don't keep sensors in stock, and they usually take 1-2 business days to arrive after ordering.
- The cut-off time for orders being shipped out is 2 p.m.

## COMING SOON

Insulin pump coverage will be available soon!

## NOTICE FOR FREESTYLE LIBRE USERS

- Abbott/Libre will discontinue all sensors except FreeStyle Libre 3+ Sept. 30, 2025.
- You will need a new prescription for a 2+ or 3+ sensor.
- The main difference: Plus sensors last for 15 days instead of 14 days.
- The app you are using now will work with the plus sensors.



# FREQUENTLY ASKED QUESTIONS FOR CGM USERS

## How is filling through UK DME different from filling at the pharmacy?

- It is filed through medical coverage.
- Sensors are mailed in a 90-day supply straight to your address. Orders placed before 2 p.m. ship the same day and arrive in 1-2 business days.
- Sensors are billed to insurance after delivery.
- For the first fill through our program, we send a welcome packet with contact information and a quote of how much you need to pay.
- Costs for HMO members: No out-of-pocket cost for CGM sensors.
- Costs for PPO members: Get a three-month supply for about the price of a one-month supply at a pharmacy.

## How do I get refills on my sensors?

- After each order, we will contact you 10 days before your 90-day or 84-day refill is due.
- You can call **859-257-1896** or email [teamdmecgm@uky.edu](mailto:teamdmecgm@uky.edu) with questions or concerns about refills.

## What do I do if I have a bad sensor?

Reach out directly to Libre or Dexcom.

- **Dexcom:**
  1. Submit a Product Support Request online at [dexcom.custhelp.com/app/webform](https://dexcom.custhelp.com/app/webform).
  2. Submit a Call-back Request online at [dexcom.com/technical-support-call-back-form](https://dexcom.com/technical-support-call-back-form).
  3. You can also call Dexcom toll-free at **888-738-3646**.
- **Libre:**
  1. Submit a Sensor Support Request online at [freestyle.abbott/us-en/support/sensorsupportrequest](https://freestyle.abbott/us-en/support/sensorsupportrequest).
  2. Choose "Sensor fell off." (Even if it is a bad sensor – this skips the troubleshooting questions).
  3. Follow the rest of the steps. They will email you right away with a case number and again when it is approved with a tracking number. It may take 3-5 business days for the sensor. If you need it sooner, they can send it faster at no extra cost.
  4. You can also call Libre toll-free at **855-632-8658** and ask for a sensor replacement.

## **FREQUENTLY ASKED QUESTIONS** FOR CGMS USERS

### **Should I pay when I receive the patient responsibility quote?**

No. Please pay when you get the invoice. We will mail it to you after insurance pays its part.

### **What do I owe?**

If you do not get an invoice, you should not owe anything. If you have questions about whether your insurance has paid for your order, please email or call us.

### **What do I do if my address changes?**

Please note that changing your address doesn't automatically update it in our system. Please call 859-257-1896 with the new address or email it to [teamdmecgm@uky.edu](mailto:teamdmecgm@uky.edu).

## **CONTACT US**

Phone: 859-257-1896

Fax: 859-218-7502

Email: [teamdmecgm@uky.edu](mailto:teamdmecgm@uky.edu)

## **UK DME**

The UK DME Store is in the Kentucky Clinic, Room K126 (on the first floor, near the main entrance). Limited DME services are also available at our UK Retail Pharmacy locations.

To learn more about DME services, visit [UKDME.ORG](http://UKDME.ORG) or call 859-218-5363.