

Steps and Paperwork to Getting Your Insulin Pump

What to do after Pump Assessment Class

After taking the insulin pump assessment class, follow these steps to order your new pump.

If you know you want a pump, you can fill out all the forms today and have us fax them in for you. If you are undecided or want to fax the paperwork in yourself, you can take all the forms home.

Steps to getting your pump approved and ordered

It takes about 2 months to get your pump.

1. Fill out the paperwork in the manufacturer's packets today (or take them home to complete). This gives the manufacturer your permission to contact your insurance company and determine your benefits.
2. Fill in the insurance information and sign and date the form. (List the provider that you see for diabetes at Seattle Children's, not your primary care provider).
3. Leave these forms with the pump nurse today and she will fax them in to the manufacturers (or fax them yourself later).
4. The manufacturers will then verify your insurance benefits and call you within 3 days to discuss pump and supplies costs.
5. The manufacturer sends documentation to the Endocrine Clinic. We then sign and send a prescription for the pump back to them.
6. The manufacturer sends the prescription to your insurance company. This takes 4 to 6 weeks for your insurance company to approve or deny coverage of the pump.

If you faxed in the paperwork yourself, call the nurse's line at the number below to inform us of your final pump decision, so we can be ready when the manufacturer(s) contact us.

If you do not hear from the manufacturer, please call the number that is listed in the packet.

To Learn More

- Endocrine Clinic
206-987-2640
- Ask your child's healthcare provider
- seattlechildrens.org/patient-education

Free Interpreter Services

- In the hospital, ask your nurse.
- From outside the hospital, call the toll-free Family Interpreting Line, 1-866-583-1527. Tell the interpreter the name or extension you need.



Going through a distributor

Your insurance company may require you to get your pump from a distributor instead of directly from the manufacturer. The manufacturers are: Medtronic, Omnipod or Tandem. They will let you know who will supply the pump to you.

If your insurance requires the pump come through a supply distributor, then the manufacturer will forward your information to the distributor who then will request the documents/prescription from Seattle Children's. Examples of some distributors in our area are: Byram, Edgepark, Solara and CCS Medical. Once they receive the referral to provide the pump, they will contact you directly.

Questions about status of your insurance approval?

If you have questions about the status of the request, please contact the manufacturer or the distributor that is handling your order.

What do I do after my pump is approved?

- Once the pump is approved, you will get a call from the manufacturer/distributor about shipping the pump to your home.
- Once you have a shipping date, call 206-987-2640 or email us at endonurse@seattlechildrens.org to schedule a Pump Start Class.

For Pump Start Class:

- You will need to set up your software that uploads the pump and do some homework. Be sure to give yourself a few days to do this. We will email you the homework when we schedule the class.
- The pump start classes are Tuesdays from 9 a.m. to 11: 30 a.m. They cover how to operate and program the pump and how to fill the pump with insulin. Your child will leave this class with the pump infusing insulin.