

MAV-PUB-006 / PATIENT INFORMATION

# Patient Dressing Supply & Coverage FAQ

Clear questions to ask your care team and supply provider.

## Before your supplies arrive

### Who decides which dressing I need?

Your treating provider decides which dressing and supply plan are appropriate for you. The supply team helps coordinate the prescribed items. This guide does not replace your provider's instructions or tell you how to treat your incision.

### Does having surgery mean every dressing is covered?

No. Medicare's surgical dressing benefit has requirements for the wound, the type of product, and the amount supplied. Other insurance plans can have different requirements. A product appearing in a pack does not mean that your plan will pay for it.

### Will the supplies be free?

Do not assume there will be no cost. What you owe may depend on your coverage, deductible, coinsurance, other insurance, and whether the items are covered. Ask your supply provider and health plan for an estimate and an explanation of any noncovered items before accepting the supply arrangement.

### A useful question

Ask: Who is supplying my dressings, who will bill my insurance, and whom should I contact about the order or an unexpected bill? Keep those contact details with your care instructions.

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## Keep your supply plan in view

### Why might the team ask for more information?

Your provider or supply team may need current insurance details, an order, wound information, or confirmation of your supply needs. A request for information does not itself mean that coverage has been denied. Ask what is missing and who can provide it.

### Will refills arrive automatically?

For recurring Medicare supplies, the supplier must confirm that you or your caregiver want the refill before sending it. Tell the team what you still have and whether your provider has changed the plan. Do not accept extra supplies solely because a previous shipment contained that amount.

### What if the delivery or bill looks wrong?

Contact the supply provider about missing, incorrect, damaged, or unexpected items. For a bill or coverage decision, ask for the explanation and contact your health plan using the number on your card. A verification result or authorization does not guarantee that every claim will be paid.

### Clinical questions go to your care team

If you are unsure about the prescribed dressing, instructions, or a change in your condition, contact your treating provider. Keep medical and insurance information within the secure communication process your practice provides.

### Official sources

Medicare.gov - Surgical Dressing Services (open source)

CMS LCD L33831 - Surgical Dressings (open source)

CMS Policy Article A54563 - Surgical Dressings (open source)

Use the policy version effective for the actual date of service. Sources reviewed October 22, 2026.