

Getting Ostomy Supplies

Tips about Getting Ostomy Supplies

- It is recommended that you order your supplies as soon as possible. Your ostomy nurse should give you some supplies before you are discharged home, but it takes time to receive your order. Hospitals often have a contract for one brand of product, but you can use any brand you like, or switch brands later. The supply company will need to get your surgeon to sign an order for your products and they can fax an order to his or her office. A list of some companies is in the next section.
- Contact your insurance company to see who they contract with for ostomy supplies.
- Sign up for at least one patient support program (listed in this document). These programs provide support, help you choose supplies, and send samples as part of their program. Your ostomy nurse may have already enrolled you in one of these programs.
- Try different types and brands of products to see what works best for you. There's not one size that fits all in the ostomy world. You can order samples from most of the ostomy manufacturers and often from your medical supply company. You may have to change products over time as your body changes or if problems occur.
- If you are uninsured or your insurance won't cover ostomy supplies, see the section for self-pay and uninsured options.
- You will need to know information about your ostomy when ordering supplies and samples. Fill out the Know your Ostomy www.ostomy.org/know-your-ostomy/ and Know your Pouching System www.ostomy.org/know-your-ostomy-pouching-system-supplies/ checklists with information from your ostomy nurse or surgeon.

There is a Difference between Manufacturers and Suppliers

- The manufacturers of ostomy supplies (Hollister, Convatec, Coloplast, etc.) do not sell directly to consumers.
- They have patient support programs that will provide patients with samples, but they don't provide the monthly supplies or sell them to consumers.
- Suppliers are companies, like medical supply stores and DME companies (see next section), that sell and ship these products to you using your insurance coverage in most cases.

Mail-Order/Durable Medical Equipment (DME) Suppliers

These companies deliver ostomy supplies. This requires a doctor's order and is billed to your insurance. Home health companies are responsible for ordering your supplies if you have Medicare but are not obligated to order your supplies if you have different insurance. They will also cover you only while you are an active patient of theirs. Most insurance companies follow Medicare's monthly allowances for ostomy supplies. If your ostomy nurse gave you a catalog for a DME company but you use a different one, the item numbers will be the same. Here is a list of a few of the many supply companies.

- 180 Medical * 877-688-2729 www.180medical.com/
- Byram Healthcare* 800-308-9445 www.byramhealthcare.com/
- Comfort Medical 800-700-4246 <https://www.comfortmedical.com/en/ostomy/>

- Edgepark Medical Supplies* 1-888-394-5375 www.edgepark.com/
- Liberator Medical 844-770-0322 www.liberatormedical.com/

*Spanish Speaking services available

Patient Support Programs

You can order a free starter kit with ostomy supplies from any or all of the companies listed below. This does not require a doctor's order since it is not billed to insurance. You do not have to use their supplies if they don't work for you. You will still need to order your monthly supplies through a supply company as listed previously. These programs also offer support and sometimes access to ostomy nurses when you are signed up with them.

- Coloplast Care 1-888-726-7872 <http://www.coloplastcareenroll.com/>
- Convatec Me+ Starter Kit 877-585-0470 option 1 <http://starterkit.convatec.com/>
- Hollister Secure Start 888-808-7456 <https://www.hollister.com/en/consumerservices>

Local Medical Supply Stores

Contact the store before going to see if they have the products you need. It's also a good idea to bring in the item numbers of what you need. Most local stores don't accept insurance and are limited in inventory. Check findhelp.org for your local stores and pharmacies that carry ostomy supplies.

Self-pay and Uninsured Options

Discounted Supplies

Here are some of the main companies and organizations that will offer supplies at a discounted rate. Some offer free shipping once you have reached a certain purchase amount. (Please do not order from Amazon).

- ATC Medical www.atcmedical.com/ 877-508-4013 *discounted products for self-pay*
- Best Buy Ostomy Supplies <https://bestbuymedicalsupplies.com/> 866-940-4555
- Edgepark Medical Supplies www.edgepark.com/ 888-394-5375 *discount products for self-pay*
- Medical Monks <https://medicalmonks.com/> 844-859-9400
- Mercy Supply Collaborative <https://mercyscb.com/products> 800-637-2950
- My Care Supplies, formerly Total Home Care Supplies <https://mycaresupplies.com/#/all-products/> 866-376-4950
- OstoStore <http://ostostore.com/> / 877-396-3887 *discounted ostomy supplies*
- Ostomy-4-less <https://ostomy4less.com/>
- Parthenon <https://parthenoninc.com/> 800-453-8898
- Stoma Bags www.stomabags.com/ 855-828-1444 - *discounted ostomy supplies*
- Vitality Medical www.vitalitymedical.com/ 800-397-5899

Free/Donated Supplies

- Kindred Box <https://kindredbox.org> limited to 1 box/month when supplies are available

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- Mission Regan <http://missionregan.org/> 214-577-5662 supplies for unfunded patients, please note: supplies may be past their expiration date
- **Needy Meds** www.needymeds.org/ 800-503-6897 information on sample programs
- Oley Foundation: Donation program [https://oley.org/page/Enteral Donations](https://oley.org/page/Enteral_Donations) sometimes has ostomy supplies; recipient must pay for shipping.
- Osto Group www.ostogroup.org 561-203-5886 for uninsured patients, you just must pay for shipping.
- Ostomy 211: <https://ostomysupplies.ostomy211.org/> emergency supply pantry, donation requested to help cover expenses

Check for supplies with local churches/donation agencies and findhelp.org

Patient Assistance Programs

The main ostomy manufacturers have assistance programs for people who meet their program criteria.

- Coloplast Patient Assistance 877-781-2656
- ConvaTec Ostomy Access Program 800-422-8811 <https://www.convatec.com/ostomy-care/meplus-patient-support/patient-assistance-program/> provides 90 days of free ostomy products once every 12 months, if you meet eligibility
- Hollister Patient Assistance Program 888-808-7456

Samples from Manufacturers of Ostomy Products/ Accessories

These companies make ostomy products. Most offer free samples and education but do not sell directly to individuals.

- Marlen www.marlenmfg.com/ 216-292-7060
- Nu-hope <https://www.nu-hope.com/> 800-899-5017 ostomy products, specializes in hernia belts
- Safe n Simple <http://sns-medical.com/> / 844-767-6334 has many accessory products for the peristomal skin

You can also get samples from the patient support programs listed on page 2. Also ask your DME company if they offer any samples.

Resources

- How to Find Ostomy Supply Companies and DME Providers <https://www.ostomy.org/ostomy-supply-companies-dme-providers/>
- Ostomy Products & Services Directory | UOAA Marketplace <https://directory.ostomy.org/>
- Ostomy Product and Supply Information www.ostomy.org/product-supply-information/
- Ostomy Supply Basics <https://www.ostomy101.com/ostomy-supply-basics>

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