



Overview

Integra Partners collaborates with MetroPlus Health Plan to offer Durable Medical Equipment, Prosthetics and Orthotics (DMEPOS) services to its members through their comprehensive network of DMEPOS providers.

This guide is designed to help ordering providers navigate the DMEPOS process.

➤ **How to find the right DMEPOS provider for your order:**

- 1) Search for the DME provider and products they offer by clicking the dropdown

Popular Searches

Primary Care Doctor Eye Doctor Specialist Dentist

Find Medical Equipment ▼

Search by Specialty (Optional) ▼

Search by Name (Optional)

Search by Plan (Optional) ▼

Zip Code (Optional)

Search →

Orthoserve Inc

2603 Webster Ave
Bronx, NY 10458
9.59 miles

Language(s)
English

✓ Accepting New Patients

718-618-7503

Products Offered

→ **Beds, Safety & Bathroom Equipment**

- Over The Bed Tables
- Protective Helmets

→ **Diabetes Supplies**

- Diabetic Shoes

→ **Miscellaneous, Repair & Uncategorized**

How Can I Help?

2) After identifying a DMEPOS provider for your patient and confirming patient eligibility and benefits, you're ready to send the order.

➤ **What's needed for a DMEPOS order?**

- A valid prescription(s)
- Clinical documentation that supports medical necessity
- Authorization approval (if required)
- Member demographic and insurance information including member's address, phone number, email and member ID.

➤ Contact the DMEPOS provider before sending the order to ensure the item(s) is available, that the member can be serviced, and to determine how they receive orders.

Prior Authorization:

If prior authorization is required, the DMEPOS provider may reach out to you if additional documentation is required. You can also submit prior authorization requests in advance to Integra through the UM Provider Portal (preferred): [MetroPlus UM Portal \(DMEPOS\)](#)

Authorization requests are also accepted by telephone: (866) 679-1647 or fax: (212) 908-5185

[Prior Authorization Request Form](#)

[Prior Authorization List](#)

Need Additional Support?

If you are unable to locate a DMEPOS provider for your patient, there are two avenues to request help.

- Contact MetroPlusHealth Provider Services at 1-800-303-9626, Monday–Friday, 8:00 AM-6:00PM (ET), or email us at ProviderRelationsOps@metroplus.org.
- If additional assistance is needed to identify a servicing provider, or you have an urgent issue that affects patient care, contact Integra Customer Service at (866) 679-1647, Monday-Friday, 8:00AM-5:30PM (ET).