

INTRO

“Welcome to your overview of DateSpanner.

If you’re new to this tool, think of it as the central reference guide for all diabetes-related reorder calls. It brings together eligibility rules, catalogue codes, HCPCS codes, payer requirements, and product-specific information—all in one place.

Before we walk through how to use it, let’s start with how to download the most up-to-date version.”

DOWNLOADING DATESPANNER (DAILY)

“Begin by opening Toolbox from your desktop.

If you’re prompted to log in, enter your credentials.

Once you’re in Toolbox, choose Product Knowledge from the top menu.

Select Therapy List, then under Diabetes, click View.

On the page that appears, scroll down to the Resources section.

You’ll see the link to download DateSpanner there.

Click the link, and the file will download to your browser.

Open it from your downloads folder.

It’s important to download a fresh copy every day.

DateSpanner updates frequently—catalogue codes, payer rules, and timelines can change at any time—so working from the newest version ensures accuracy on every call.”

WHAT DATESPANNER IS USED FOR

“When you open the workbook, you’ll notice a large number of tabs.

That’s intentional—DateSpanner covers many different products, payers, and scenarios.

The goal isn’t to memorize the content.

The goal is to know where to find the information you need.

Some of the questions DateSpanner helps you answer include:

- When is a patient eligible to reorder supplies?
- Which catalogue code applies to a specific device or brand?
- Is the product billed under an A-code or a K-code?

- Which status code correctly reflects the situation?
- What unique rules apply to different payer types, like Medicare or Commercial plans?

All of this information is located within DateSpanner, making it an essential tool during reorder calls.”

THE INDEX — YOUR STARTING POINT

“The best place to begin is always the INDEX tab.

The Index organizes every major section of DateSpanner—CGM supplies, pump supplies, testing supplies, HCPCS references, status codes, warranty information, special scenarios, and more.

The color groupings in the Index are simply visual aids.

They help you quickly locate related sections, but they don’t indicate any specific rules.

The Index is also interactive.

Click any item—such as the Dexcom Codes tab or the Status Codes tab—and you’ll go directly to that section.

You can also right-click along the tab bar at the bottom of the workbook to jump between tabs, but returning to the Index is often the fastest and most reliable way to navigate.”

THE DATESPANNER TABLE — WHERE ELIGIBILITY HAPPENS

“Next, let’s look at the DateSpanner eligibility table.

This is the part of the workbook you will use on every reorder call.

The table may look complex at first glance, but the information you need is concentrated at the top. This is where you’ll calculate the patient’s next eligible reorder date.

To determine eligibility, you need five key details:

1. The last ship date
2. The type of supply (CGM, pump, or testing)
3. The number of days’ supply shipped
4. The type of insurance (Commercial, Medicare, Medicare Advantage, Medicaid)

5. Whether the product uses an A-code or a K-code

Once you have these five pieces of information, the correct rule line in DateSpanner becomes clear.”

EXAMPLE: FINDING THE NEXT REORDER DATE

“Here’s how the process works in practice.

Start by opening the patient’s account and locating the most recent billed order—look for the invoice with a C status and actual billed amounts.

Open the invoice to confirm the true ship date, since the summary screen does not always show the correct date.

Copy that ship date and paste it into the red box at the top of the DateSpanner table.

Next, identify the product type.

If the order is for Libre 3 Plus sensors, for example, you know you’re working with a CGM.

Then review the quantity shipped.

Six Libre 3 Plus sensors, each lasting 15 days, equal a 90-day supply.

Confirm the payer type—let’s say the patient has United Healthcare Commercial.

Finally, determine whether this product uses an A-code or a K-code.

If you’re unsure, DateSpanner includes a reference chart.

Now, scroll through the eligibility rules and locate the line that matches all five details.

A line like ‘K-code CGM → Commercial → 90-day supply’ would apply in this example.

The reorder date shown on that line is the date you’ll use as the invoice date for the new order.”

WHY THIS MATTERS

“Accurate reorder dates are critical.

If the date is incorrect, the order won’t process—it will be returned for correction, the patient will wait longer, and the issue may delay shipment entirely.

Taking a moment to verify the correct date ensures the order moves forward smoothly and supports a better experience for the patient.”

END OF DEMO

“That’s the foundational overview of DateSpanner.

Download a new copy daily, begin with the Index, gather your five key details, and use the DateSpanner table to determine eligibility.

With practice, navigating this tool becomes second nature.

You’ll use it on every reorder call, and knowing where to find information is far more important than memorizing the details.

In the next section, we’ll apply this process by practicing how to choose the correct tab from the Index based on real call scenarios.”