

## Date Spanner Training Script – V2

### TRAINING OVERVIEW

Welcome teammates! This training will introduce you to Date Spanner — the core reference tool used by the Diabetes Customer Service team for reorder accuracy.

### LEARNING OBJECTIVES

By the end of this training, you will understand what Date Spanner is, how to download it, how to navigate its key sections, how **to** identify the five pieces of information you need to determine the correct reorder eligibility date using Date Spanner.

### WHAT IS DATESPANNER?

Think of Date Spanner 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.

### TRANSITION: LET'S GET STARTED

To begin, we'll walk step-by-step through how to access DateSpanner via Toolbox.

### 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 Date Spanner there.

Click the link, and the file will download to your browser. Open it from your downloads folder. Always download a fresh copy each day. Date Spanner is updated frequently with new codes, payer rules, and product cycles, so it's essential to work from the most current version.

### TRANSITION: NOW THAT YOU HAVE THE FILE...

Now that you know how to access the latest Date Spanner tool, let's explore what it's used for

### ONE SOURCE OF TRUTH FOR REORDER ACCURACY

Date Spanner contains everything needed for reorder accuracy, including catalogue codes, HCPCS coding, payer-specific rules, testing supply quantities, status codes, and special scenarios.

Date Spanner helps you answer questions like:

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 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 Date Spanner, making it an essential tool during reorder calls.

## **TRANSITION: THE BEST PLACE TO START**

We begin with the most helpful starting point: the index.

### **THE INDEX — YOUR STARTING POINT**

The INDEX tab is your roadmap for the entire DateSpanner workbook. It organizes every major section of Date Spanner—The color groupings in the Index are simply visual aids. They help you **to** quickly locate related sections, but they don't indicate any specific rules.

The Index is also interactive. Click any item—such as the HCPC Codes—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.

## **TRANSITION: NEXT, LET'S LOOK AT THE MOST IMPORTANT TOOL WITHIN DATESPANNER**

Now that you understand how to navigate, we'll shift to the section you'll use on nearly every reorder call — the DateSpanner eligibility table.

## **THE DATESPANNER TABLE — WHERE ELIGIBILITY HAPPENS**

To determine eligibility, you need five key details:

The last ship date on a Completed Order

The type of supply (CGM, pump, or testing)

The number of days' supply shipped

The type of insurance (Commercial, Medicare, Medicare Advantage, Medicaid)

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

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

### **TRANSITION: LET'S WALK THROUGH A REAL EXAMPLE**

Now we'll apply these steps using a sample scenario to demonstrate how the DateSpanner table works in practice.

## EXAMPLE: FINDING THE NEXT REORDER DATE

Let's walk through a scenario together using a patient we'll call Hope. The goal is simple: confirm the facts, find the right line in Date Spanner, and use that date to place the order. We'll start inside Hope Saldivar's account.

The invoice is where you'll find the true ship date—and that's the date we base everything on. Open her most recently billed order with a Completed (C) status.

Open that invoice and confirm the true ship date. The summary page can be misleading, so trust the invoice, not the snapshot.

Now, copy Hope's ship date and paste it into the red box at the top of the Date Spanner table. Think of this as setting the anchor point for her eligibility calculation.

Next, identify the product from Hope's last order. Looks like she received Libre 3 Plus sensors—that means we're working with a CGM. Now check the quantity shipped. If she received six sensors, and each last 15 days, that's a 90 - day supply.

Next, confirm Hope's payer. Payer type is key—it changes the entire eligibility rule set. Looks like she's covered under UnitedHealthcare Commercial.

Now determine whether her CGM order uses an A - code or a K - code. It's best to refer back to her last order.

Her's is an A-code.

Finally, you're ready to scroll through date spanner and find the line that matches all five eligibility rules for Hope. Once you've identified the correct line for Hope, simply take the reorder date from that line and use it as the invoice date on her new order.

## Reorder Sanity Check

Before you submit, do a quick sanity check: right patient, right product, right supply amount, right payer, A vs K code, and you've identified the right reorder date. If something doesn't line up, pause and verify your information.

Accurate reorder dates prevent processing delays and ensure patients receive supplies on time. An incorrect date can cause orders to be returned for correction, delaying shipment and increasing frustration for both patients and agents.

## END OF DEMO

That's the foundational overview of Date Spanner.

Remember: Download a new copy daily, leverage the Index, follow the five reorder rules, and use the Date Spanner table to determine patient 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.