

<p style="text-align: center;"><b>GOLDEN STATE MEDICAL GUIDELINES FOR ISSUING T.E.N.S UNITS TO PRIVATE INS. AND WORKERS' COMPENSATION PATIENTS</b></p>
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**REQUIREMENTS PRIOR TO ISSUING THE T.E.N.S. UNIT**

- Prescription signed by a Physician, as well as all other available medical information (Doctor's First Report of Occupational Injury or Illness, Primary Treating Physician's Progress Report, Letter of Medical Justification, chart notes, etc.).
- Patient demographics and all workers' compensation information including the name of the insurance company, the adjuster's name and phone number, the claim number and date of injury, and the diagnosis.

**T.E.N.S. UNIT ISSUING PROCESS**

- Have the patient complete, date and sign the Rental/Purchase Agreement.
- Fax the prescription and all medical information, the patient demographics and the completed and signed Rental/Purchase Agreement to Golden State Medical. Our fax number is (530) 885-3631.
- Send all the original paperwork described above to Golden State Medical using the postage-paid envelope located inside the T.E.N.S. unit case.

**THE AUTHORIZATION PROCESS**

Once the required paperwork has been received by Golden State Medical, the authorization process begins. Our Authorization Department will contact the insurance company and follow their protocol for obtaining authorization. Please note that the authorization and/or Utilization Review can take time, but our Authorization Specialists are trained in the process and will work directly with the insurance company on a constant basis until a determination is made.

Should authorization be denied for some unforeseen reason, and all avenues of appeal be exhausted by our Specialists, we will contact the patient to review the outcome with them and explain what should be done next.