

# DME INFORMATION

## DURABLE MEDICAL EQUIPMENT

### DME BENEFIT INFORMATION

**Kaiser Permanente Member Services**  
(800) 464-4000

**Kaisers Permanente Durable Medical Equipment (DME)**

Broken Machine or Warranty Questions:  
Please contact DME (877) 317-6230

### TO REORDER SUPPLIES

Contact Apria HealthCare Customer Service – Kaiser Permanente CPAP REFILL: (800) 731-3408

NOTE: Mask, filters and hose replacement is covered under the Supplemental DME Benefit.

Mask cushion	One per month
Mask and Headgear	One every (3) months for all nasal interface & one every (6) month for full face mask
Tubing	One every three (3) months
Disposable filters (white ultrafine)	Every month
Humidifier chamber	One every six (6) months

A different mask requires a Mask Fit appointment or a new prescription if another mask has been documented as having a good fit.

Please call the sleep lab for an appointment (916) 688-6671.

### RECOMMENDED CLEANING SCHEDULE

- Daily: Wipe off the mask/cushion.
- Weekly: Use mild soapy water to clean mask, headgear, tubing, and water chamber and allow to air dry.

### IF YOU HAVE QUESTIONS, PLEASE CONTACT:

Kaiser Permanente Sleep Lab  
Dan B. Moore Building | 6600 Bruceville Rd. Sacramento, CA 95823  
(916) 688-6671 (please listen to the options)  
[kp.org/southsacramento/sleeplab](http://kp.org/southsacramento/sleeplab)