



ADVANCING THE HEALTH OF HEALTHCARE

Medline is a family-owned manufacturer and distributor of medical supplies with more than 50 years of experience delivering quality products and customer satisfaction to help improve health outcomes in Texas and around the country.

Superior STAR, STAR Health, STAR+PLUS and CHIP members across Texas will soon benefit from having a preferred medical supply vendor. The transition will be seamless, and current members can be assured it will be easy — their next order after October 1 will simply be shipped from Medline.

- Effective Oct. 1st, Superior HealthPlan will use Medline as its preferred vendor for specified medical supplies for STAR, STAR HEALTH, STAR+PLUS and CHIP members.
- Current members won't need to submit any authorization paperwork before they can get supplies — it's already done for them. **This process will make it easy and quick for members and primary care providers.**
- While new Superior members will have to initiate a first order with Medline for supplies, **it will already have prior authorization, which means easier and quicker service** for members and primary care providers.
- **Members will continue to be served by their existing provider until Sept. 30th** — or until their current supplies runs out — then Medline will automatically and seamlessly start refilling orders unless a member fills out an Opt-Out form by contacting Superior's Member Services.



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What can you expect from Medline?

- Through Medline, **Superior members will be able to have thousands of high-quality medical supplies** mailed directly to them at no additional cost.
- Customer service will be exceptional. Nearly all members will have access to one-day shipping. Each week, **Medline reliably ships supplies to more than 70,000 patient homes** nationwide.
- Medline employees are committed to product quality and customer satisfaction. **The company was recognized as one of the “Best Places to Work”** in medical supplies by MedReps.com and named to the top 150 Great Places to Work in Healthcare by Becker’s Healthcare for three years.
- A complete list of the types of supplies that will be available through Medline can be found at www.medline.com/superior.

Our Texas presence

- Medline has invested more than \$75 million in its Texas team and operations. **With nearly 400 employees in Texas**, our deep connections and presence in local communities mean **we have a service level over 99.7% for supply order deliveries**.
- We have more than 1.3 million square feet of warehouse and shipping space in Texas for the more than 350,000 medical supplies and products we distribute. We have a **650,000-square foot** distribution center in **Katy** and an **800,000-square foot** distribution center in **Wilmer**.

Our Katy, Texas distribution center remained operational throughout Hurricane Harvey. We filled several emergency orders for people during the extended storm.

Our Wilmer distribution center also worked around the clock to fill orders during the storm, supplementing the Katy location because FedEx was unable to get additional inventory into the Houston area.

Find out more

Medline is excited to be Superior HealthPlan’s preferred medical supplier to Texans. The seamless transition starts Oct. 1st and requires no action of current Superior plan participants. Additional information is available upon request.

If you have additional questions about Medline or our services, you can contact us at **1-800-717-4805** or visit www.medline.com/superior.