

A promise to *care*. A commitment to *deliver*.



Gordy Fox, CEO

Thank you for taking the time to learn more about Home Care Delivered, Inc. This packet is designed to help you learn more about the products and services Home Care Delivered offers for both you and your patients.

Home Care Delivered is a world-class provider of **wound care, urology, incontinence, ostomy, diabetes and erectile dysfunction supplies**. We work with you to help your patients receive home delivery of quality covered products as well as to educational and product support.

In 1996, I founded Home Care Delivered as a result of my family's personal experience caring for loved ones who were aging and living with chronic medical conditions at home. In caring for my aging grandmother and then my father after he was diagnosed with Parkinson's disease, my family found that it wasn't easy for people in the home setting to get the information or the supplies they needed.

Home Care Delivered is dedicated to providing **world-class service** and support for patients and caregivers nationwide. For our patients we offer **hassle-free claims processing for Medicare, Medicaid** and other insurance plans, conduct friendly reminder calls and provide ongoing product support. You can count on us to help your patients get the supplies they need quickly and easily so you can focus on patient care.

Enclosed in this packet you will find:

- Additional Information about Home Care Delivered, Inc.
- Information about our supply programs
- Information about our E-Z Referral Program
- Patient Enrollment Form

I founded Home Care Delivered to help people living with chronic medical conditions at home receive their covered medical supplies **quickly and easily**. Today, we service thousands of patients and caregivers nationwide. A recent customer survey resulted in a **98% satisfaction** rate. This reflects our commitment to demonstrating care and compassion in all that we do. We offer services and support to make your job easier including our **Concierge Program, E-Z Referral Program, FastStart Kits for patients with diabetes, product samples, education and access to a Certified Wound, Ostomy, Continence Nurse (CWOCN)** on staff for product support.

Thank you for your time. If you have any questions, please contact a member of our Sales Team at **(800) 565-6167**. We look forward to serving you and to providing your patients with quality home medical supplies.

Sincerely,



Gordy Fox
Founder & Chief Executive Officer
Home Care Delivered, Inc.
www.HomeCareDelivered.com



Home Care Delivered is accredited through the Community Health Accreditation Program (CHAP)



A promise to *care*. A commitment to *deliver*.

Home Care Delivered is a leading provider of **wound care, urology, incontinence, ostomy, diabetes and erectile dysfunction supplies**. We partner with healthcare professionals for **better patient outcomes** through world-class **service, support and supplies**.

- 1 New Patient Services Coordinator**
Your dedicated New Patient Services Coordinator is a resource for **product and insurance coverage** information and handles all aspects of **new patient referrals** from your office.
- 2 One Stop Shop**
We are your One Stop Shop for referring patients with disposable medical supply needs, including: **wound care, urology, incontinence, ostomy, diabetes and erectile dysfunction** supplies!
- 3 Scheduled Paperwork**
We understand the amount of paperwork medical offices receive can be overwhelming. Our proprietary documentation system allows us to **customize the delivery method**, time and frequency you choose to receive necessary paperwork.
- 4 Hassle-Free Claims Processing**
We process claims on behalf of patients with **Medicare, Medicaid** and hundreds of additional insurance plans throughout the country.
- 5 CWOCN on Staff**
Our **Certified Wound, Ostomy, Continence Nurse (CWOCN)** is available to you and your patients for product support and more!
- 6 FastStart Kits for Patients with Diabetes**
Our FastStart Kit Program is available to your office as an **educational resource** to educate, train and help qualified patients start testing their blood glucose levels right away.
- 7 Incontinence Product Sample Program**
We offer incontinence product samples for patients to help them identify the **"right product, right fit"** to meet their individual needs.
- 8 Follow-up Care and Support**
We **follow up** with patients **on a regular schedule** to confirm their ongoing supply needs and support them in following their prescribed care plans.
- 9 QUICKSHIP Delivery**
With numerous distribution facilities across the country, you can count on us to deliver the **right products, on time... every time**.
- 10 Experience You Can Count On**
Home Care Delivered is a trusted, values-driven company with more than **14 years experience** servicing the medical supply needs of patients and caregivers throughout the country.

To learn more or to refer your patients today, call us:

(800) 565-6167

Hours of operation: 8:00 AM - 5:00 PM ET

www.HomeCareDelivered.com

One-Stop Shop Solution for Home Medical Supplies

We offer hassle-free **claims processing** services for covered items including:



WOUND & SKIN CARE SUPPLIES

Treat existing wounds and prevent skin breakdown with our complete selection of wound and skin care supplies. We offer a wide selection of traditional and advanced wound care products from leading manufacturers such as Smith & Nephew, Covidien, Hollister, ConvaTec, Systagenix, 3M and more.



UROLOGY SUPPLIES

Our complete selection of quality intermittent, external and Foley catheters is available in a variety of materials and sizes. We also carry a complete line of collection devices including bedside and leg drainage bags and accessories.



INCONTINENCE SUPPLIES

Our complete selection of Attends and First Quality products include adult and pediatric diapers, disposable adult briefs, pads and protective underwear in a wide range of sizes and absorbency levels. Our knowledgeable customer service representatives will help identify the right product for your patients.



OSTOMY SUPPLIES

Our extensive ostomy product offering includes Hollister, ConvaTec, Coloplast and Genairex one- and two-piece pouching systems and accessories.



DIABETES SUPPLIES

We offer a full range of products for home management of diabetes including blood glucose monitors, lancets, test strips, control solution and insulin syringes.



ERECTILE DYSFUNCTION SUPPLIES

We offer vacuum therapy products as a noninvasive treatment option for men with ED that is covered by Medicare. Vacuum therapy is 98% effective and has therapeutic benefits for men with ED.

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www.HomeCareDelivered.com

Wound Care • Urology • Incontinence • Ostomy • Diabetes • Erectile Dysfunction

Home Care Delivered, Inc. • 4144 Innslake Drive • Glen Allen, VA 23060 • (888) 565-4411 fax

A promise to **care**. A commitment to **deliver**.

Home Care Delivered's E-Z Referral Program makes referring your patients as easy as 1-2-3!

To refer your patients with home medical supply needs, simply follow these easy three-step instructions. We'll take care of the rest.



Step 1

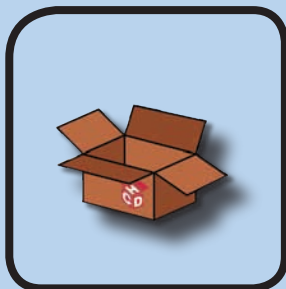
Complete the simple Patient Enrollment Form.

- Be sure to include the patient's name and telephone number and have the patient sign and date the Authorization of Billing (AOB) section.
- The AOB allows Home Care Delivered to bill Medicare on the patient's behalf.
- Patients are not obligated to obtain their supplies from Home Care Delivered; however, if the patient chooses to use Home Care Delivered, the signed AOB will allow us to quickly fulfill their supply benefit.



Step 2

- **Fax** the signed document to Home Care Delivered toll-free at (888) 565-4411,
- **Call** (800) 565-6167, or
- **Click** to refer a patient online:
visit www.HomeCareDelivered.com/professionals
then click "Refer a Patient"



Step 3

Once we receive the completed Patient Enrollment Form, we will call the patient to complete the simple enrollment process. Supplies will be delivered directly to the patient's door in **two days or less** once we have obtained all necessary documentation.

Why wait? Refer your patients today!

Phone: (800) 565-6167 • Fax: (888) 565-4411

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PATIENT ENROLLMENT FORM

Fax: (888) 565-4411
or Call: (800) 565-6167

Please note: Before completing and submitting this form to Home Care Delivered, Inc., please make certain that the patient is aware that you have contacted a DME supplier about his/her medical supply order.

Patient Name: _____ Date of Birth: _____ Gender: M / F

Patient Phone #: () _____ Alternate Contact: _____ Alternate Phone #: () _____

Address: _____ City: _____ State: _____ Zip Code: _____

Medicare #: _____ Social Security #: _____

Medicaid #: _____ Secondary Insurance: _____

Language: English Spanish Other:

Physician Name: _____ NPI #: _____ Referred by: _____

Phone #: () _____ Fax #: _____ Organization: _____

Is this patient currently being seen by a Home Health Agency?

Yes No Discharge Date? _____

Phone #: _____

Is this patient currently in Hospice?

Yes No

Email: _____

SUPPLIES NEEDED

Diabetes Supplies

(Check all that apply)

Patient was given a FastStart Kit with meter: Yes No

Patient needs meter: Yes No

Frequency of blood glucose testing: _____ times per day

Is insulin used? Yes No

Number of injections per day: _____ times per day

3/10 cc Syringes 1/2 cc Syringes 1 cc Syringes

Incontinence Supplies



Bladder Control Pad

- Light
- Moderate
- Heavy



Diaper / Brief

- Pediatric
- Small
- Medium
- Large
- X-Large
- XX-Large



Protective Underwear

- Pediatric
- Small
- Medium
- Large
- X-Large
- XX-Large

Barrier Ointment Gloves Other _____

Wound Care

Gauze Rolled Gauze

ABD pads Tape

Other: _____

Ostomy

Product # _____

Product # _____

Product # _____

Other _____

Urology

Intermittent Catheter

Male External Catheter

Foley Catheter

Urinary Collection Systems

Additional Supplies

Vacuum Therapy System for patient with ED

Other _____

Authorization of Billing / Medical Information Release

I request that payment of my insurance benefits (Medicare, Medicare Supplemental or other) be made to Home Care Delivered Inc. for any supplies or services furnished to me by Home Care Delivered Inc. I understand that I am responsible to pay all amounts that are not covered by my insurance. I authorize any holder of medical information about me to release to Home Care Delivered Inc. any information needed to determine benefits payable for these supplies or services. In addition, I authorize Home Care Delivered Inc. to release my medical records to insurers as well as medical professionals. I authorize Home Care Delivered Inc. to contact me by telephone, email or mail regarding my medical supplies.

Patient's Signature _____

Date _____

MM / DD / YY

If patient has signed by marking an "x" due to language barriers or physical limitations, the signature and address of the witness should be entered next to the patient's mark.

If the patient is unable to sign due to a physical or mental condition, an Authorized Representative of the patient must complete the section below. By signing on behalf of the patient, you acknowledge that you have authority to do so.

Patient Name: (please print) _____

Authorized Representative: _____ Signature: _____ Date: MM / DD / YY

Relationship to Patient: _____ Physical/Mental Reason patient is unable to sign: _____

Address: _____ City: _____ State: _____ Zip: _____