

Welcome to Our Family Packet



Forester Family Medical Supply, Inc

4061 South Eliot Street • Englewood, Colorado 80110
Telephone: (303) 558-0438 • Facsimile: (303) 593-1862

Dear Patient,

Forester Family Medical Supply is delighted to extend a warm welcome to you as a valued member of our family. At Forester Family Medical Supply, we recognize the significance of delivering home health care services that promote independence and enhance daily activities. Our dedicated commitment to you is centered on providing care, treatment, and services in the most respectful and least intrusive manner possible.

The mission at Forester Family Medical Supply is to establish the standard of excellence in our community. We are dedicated to instilling confidence in the client, their families, and their physicians by demonstrating unwavering commitment, dedication and capability in delivering responsive, professional and compassionate service to each and every client. This commitment is an integral part of a successful plan of care tailored to meet the unique needs of our clients.

Forester Family Medical Supply values open communication with our clients. We encourage you to share any questions, comments or concerns you may have as your feedback is important to us. As part of our commitment to continuous improvement in the quality of care, we regularly document customer communications. Formalizing your input enables us to enhance our organization and the level of care we provide. Your active participation contributes to our ongoing efforts to better meet your needs and deliver the highest standards of service. Thank you for being a vital part of Forester Family Medical Supply.

As part of our commitment to ensuring your satisfaction and continuously improving our services, you will periodically receive a formal Client Voice Satisfaction Survey throughout the provision of your care. We kindly request that you take the time to fill out the survey and return it to us. Your responses provide valuable insights and will be thoroughly analyzed to help us understand your experience and make any necessary adjustments to better meet your needs. Your input plays a valuable role in our ongoing efforts to provide the highest quality of care and service. Thank you in advance for your participation.

If you have any questions or require additional assistance, please call Forester Family Medical Supply at (303) 558-0438. Our friendly staff members are happy to assist you! Additionally, you can learn more about Forester Family Medical Supply by visiting our website at www.foresterfamilymedical.com. We are here to provide the support and information you need.

We extend a warm welcome to you as a valued member of our family at Forester Family Medical Supply. We are excited about the opportunity to provide your health care needs and look forward to serving you with compassion, dedication, and excellence. Thank you for choosing Forester Family Medical Supply, we are honored to be part of your health care journey and look forward to serving you.

Warm Regards,



Chris Forester
Co-Founder & CRO

HOURS OF OPERATIONS

Monday	8:00am to 5:00pm
Tuesday	8:00 am to 5:00 pm
Wednesday	8:00 am to 5:00 pm
Thursday	8:00 am to 5:00 pm
Friday	8:00 am to 5:00 pm
Saturday	By appointment only
Sunday	Closed

Forester Family Medical Supply is dedicated to offering specific care, treatment and services within a geographic area that encompasses a general radius of 26 miles from our location. If you require a detailed list of the specific counties in which we provide care, treatment, and services, please feel free to request this information. We are committed to ensuring that our clients have access to the quality healthcare they need within our designated service area.

If a true life-threatening event occurs at Forester Family Medical Supply, our protocol is to activate the emergency medical system (EMS) by dialing 9-1-1, unless contraindicated by an advance directive. In such cases, we will remain on scene until help arrives. It is important to note that personnel are strictly prohibited from activating the EMS system if it goes against the advance directives of a client on file or currently present at the incident location.

As part of our commitment to client feedback, Forester Family Medical Supply has subscribed to Patient Voice. This website serves as an internet portal for sharing feedback without the pressure of direct notification. If you have any feedback, whether positive, negative, or neutral, we encourage you to visit www.patientvoice.org. The initial page will prompt you to specify the type of feedback you are providing and enter a unique action code to identify Forester Family Medical Supply. We value your feedback as a mechanism for organizational improvement, and you may choose to submit anonymously as your input is crucial to our continuous enhancement.

Forester Family Medical Supply, Inc. Contact Information

Forester Family Medical Supply, Inc.
4061 S Eliot Street
Englewood, Colorado 80110
Telephone: (303) 558-0438 • Fax: (303) 593-1862
www.foresterfamilymedical.com
Stacy Forester: Co-Founder & Chief Executive Officer
Chris Forester: Co-Founder & Chief Revenue Officer
Jasmine Hayllar: General Manager

SERVICE EXPLANATION

Forester Family Medical is pleased to inform you that our organization possesses the necessary training and qualified personnel to provide comprehensive home healthcare services in the following areas medical equipment, our dedicated team is committed to delivering high quality care and ensuring the wellbeing of our clients in the comfort of their homes. If you have specific inquiries about our services or would like more detailed information, please feel free to contact us. We are here to meet your home healthcare needs with expertise and compassion.

- Incontinence Supplies
- Nutritional Supplements
- Basic Orthotic Items
- Basic Wheelchair Items & Services
- Bathroom Safety Equipment
- Diagnostic Equipment & Items
- Equipment Repair Services
- Home-Based Services & Items
- Mail Order Supplies
- Pain Management Items
- Patient Room Items
- Walking Aid Items

To provide the specific care, treatments and services mentioned above, Forester Family Medical Supply has a team of professional staff members who have undergone on-the-job training, advanced formal education and/or hold relevant licenses or certificates. Our commitment to excellence is reflected in the expertise of our skilled professionals.

Forester Family Medical Supply accepts various forms of payment for the care, treatment and services provided. When billing providers, we do so on behalf of the client, streamlining the process to ensure a seamless experience for our clients. If you have any questions about payment options or billing procedures, please don't hesitate to reach out to us. We are here to assist you in navigating the financial aspects of your healthcare services.

Forester Family Medical Supply accepts the following forms of payment:

- Cash
- Personal Checks
- Credit Cards: (American Express, Discover, Visa)
- Electronic Funds Transfer (EFT)
- Insurance Coverage
 - MEDICAID
 - MEDICARE

PATIENT RIGHTS AND RESPONSIBILITIES

You have the following patient rights:

- The right to be fully informed in advance about the care, treatments, and/or services to be provided, including the disciplines that furnish care and the frequency of visits as well as any modifications to the plan of care.
- The right to choose a health care provider and to be able to identify visiting staff members through proper identification.
- The right to be cared for and choose an organization that adheres to ethical care and business practices.
- The right to be informed of care, treatment, and/or service limitations.
- The right to be involved in his or her care including the development of the plan of care.
- The right to have the plan of care adapted to his or her specific needs and limitations.
- The right to make informed decisions regarding care.
- The right to have their values and preferences, including decisions to refuse care, discontinue care treatments, and services respected.
- The right to confidentiality of the information collected about them and to control access to this information.
- The right to privacy and security and to have their property respected.
- The right to have care, treatments, and services provided in a manner that safeguards each patient's dignity and cultural, psychosocial, and spiritual values.
- The right to be free from mental, physical, sexual, verbal abuse, neglect, and exploitation.
- The right to have a complaint heard, reviewed, and, if possible, resolved.
- The right to be involved in resolving conflicts, dilemmas or ethical issues about care or service decisions.
- The right to formulate advance directives.
- The right to be involved in decisions to withhold resuscitation and decisions to forgo or withdraw life-sustaining care.
- The right to be involved in decisions when the organization's review results in a denial of care, treatment, services, or payment.
- The right to choose whether to participate in research, investigational or experimental studies, or clinical trials.
- The right to communicate with, both directly and indirectly through other providers, in an ethical and efficient manner.
- The right to help patients, family members, and other care providers understand and exercise their rights.
- The right to be informed of his or her responsibilities in the provision of care, treatments, and services.
- The right to be informed of any obligation the organization has under applicable laws and/or regulations.
- The right to have consequences of any requested modifications and actions that are not recommended explained and to have alternative care, treatments, and services explained.
- The right to be provided with information about the charges for which the patient is responsible.
- The right to access, request amendments to, and receive an accounting of disclosures regarding their own health information as permitted under applicable law.

▪ PATIENT RIGHTS AND RESPONSIBILITIES <i>(continued)</i>

- The right to be informed of any existing or potential conflict of interest, including financial benefits that can affect provision of care when referred to an organization.
- Responsibility to provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.
- Responsibility to report perceived risks in your care and unexpected changes in your condition.
- Responsibility to help our organization understand your environment by providing feedback about service needs and expectations.
- Responsibility to ask questions when you do not understand any aspect of care or expectations.
- Responsibility to follow the care, treatments, and services as planned.
- Responsibility for the outcomes if you do not follow the care, treatments, and services we provide.
- Responsibility to follow our organization's rules and regulations.
- Responsibility for you and your family to be considerate of our staff and property.
- Responsibility to meet any financial obligation agreed to with our organization.

Medicare Supplier Standards

1. Operates its business and furnishes Medicare-covered items in compliance with the following applicable laws: • Federal regulatory requirements that specify requirements for the provision of DMEPOS and ensure accessibility for the disabled. • State licensure and regulatory requirements. • Local zoning requirements.
2. Has not made, or caused to be made, any false statement or misrepresentation of a material fact on its application for billing privileges.
3. Must have the application for billing privileges signed by an individual whose signature binds a supplier.
4. Fills orders, fabricates, or fits items from its own inventory or by contracting with other companies for the purchase of items necessary to fill the order.
5. Advises beneficiaries that they may either rent or purchase inexpensive or routinely purchase durable medical equipment, and of the purchase option for capped rental durable medical equipment.
6. Honors all warranties expressed and implied under applicable State law. A supplier must not charge the beneficiary or the Medicare program for the repair or replacement of Medicare covered items or for services covered under warranty.
7. Maintains a physical facility that is at least 200 sq. ft. on an appropriate site that is accessible to the public with hours of operation posted in plain view. The physical facility must contain space for storing business records including the supplier's delivery, maintenance, and beneficiary communication records.
8. Permits the Centers for Medicare and Medicaid Services (CMS), or its agents to conduct on-site inspections to ascertain supplier compliance with the requirements of this section. The supplier's location must be accessible during reasonable business hours to beneficiaries and to CMS and must maintain a visible sign and posted hours of operation.
9. Maintains a primary business telephone that is operating at the appropriate site listed under the name of the business locally or toll-free for beneficiaries. Cellular phones, beepers, or pagers must not be used as the primary business telephone. Calls must not be exclusively forwarded from the primary business telephone listed under the name of the business to a cellular phone, beeper, or pager. Answering machines, answering services, facsimile machines or a combination of these options must not be used exclusively as the primary business telephone during posted operating hours.
10. Has a comprehensive liability insurance policy in the amount of at least \$300,000 that covers both the supplier's place of business and all customers and employees of the supplier. In the case of a supplier that manufactures its own items, this insurance must also cover product liability and completed operations.
11. Agrees not to make a direct solicitation of a Medicare beneficiary unless one or more of the following applies:
 - a. The individual has given written permission to the supplier or the ordering physician or non-physician practitioner to contact them concerning the furnishing of a Medicare-covered item that is to be rented or purchased.
 - b. The supplier has furnished a Medicare-covered item to the individual and the supplier is contacting the individual to coordinate the delivery of the item.
 - c. If the contact concerns the furnishing of a Medicare-covered item other than a covered item already furnished to the individual, the supplier has furnished at least one covered item to the individual during the 15-month period preceding the date on which the supplier makes such contact.
12. Must be responsible for the delivery of Medicare covered items to beneficiaries and maintain proof of delivery.
13. Must answer questions and respond to complaints a beneficiary has about the Medicare-covered item that was sold or rented. A supplier must refer beneficiaries with Medicare questions to the appropriate carrier. A supplier must maintain documentation of contacts with beneficiaries regarding complaints or questions.
14. Must maintain and replace at no charge or repair directly, or through a service contract with another company, Medicare-covered items it has rented to beneficiaries. The item must function as required and intended after being repaired or replaced.
15. Must accept returns from beneficiaries of substandard (less than full quality for the particular item or unsuitable items, inappropriate for the beneficiary at the time it was fitted and rented or sold).
16. Must disclose these supplier standards to each beneficiary to whom it supplies a Medicare-covered item.
17. Must comply with the disclosure provisions of the Code of Federal Regulations (42 CFR 420.206).
18. Must not convey or reassign a supplier number.
19. Must have a complaint resolution protocol to address beneficiary complaints that relate to supplier standards and keep written complaints, related correspondence, and any notes of actions taken in response to written and oral complaints.

Medicare Supplier Standards *(continued)*

20. Must maintain the following information on all written and oral beneficiary complaints, including telephone complaints, it receives:
- I. The name, address, telephone number, and health insurance claim number of the beneficiary.
 - II. A summary of the complaint; the date it was received; the name of the person receiving the complaint, and a summary of actions taken to resolve the complaint.
 - III. If an investigation was not conducted, the name of the person making the decision and the reason for the decision.
21. Provides CMS, upon request, any information required by the Medicare statute and implementing regulations.
22. All suppliers must be accredited by a CMS-approved accreditation organization in order to receive and retain a supplier billing number. The accreditation must indicate the specific products and services, for which the supplier is accredited in order for the supplier to receive payment of those specific products and services (except for certain exempt pharmaceuticals).
23. All suppliers must notify their accreditation organization when a new DMEPOS location is opened.
24. All supplier locations, whether owned or subcontracted, must meet the DMEPOS quality standards and be separately accredited in order to bill Medicare.
25. All suppliers must disclose upon enrollment all products and services, including the addition of new product lines or which they are seeking accreditation.
26. Must meet the surety bond requirements specified in 42 C.F.R. 424.57(c).
27. Must obtain oxygen from a State-licensed oxygen supplier (applicable only to those suppliers in States that require oxygen licensure).
28. Must maintain all documentation in regard to the referral and delivery of a DMEPOS product to a Medicare beneficiary.
29. May does not share a location with other Medicare providers. Exemptions to this standard include:
- a. A physician or a nonphysician practitioner furnishes items to his or her own patient as part of his or her professional service.
 - b. A physical or occupational furnishes items to his or her own patient as part of his or her professional service.
 - c. A DMEPOS supplier is co-located with and owned by an enrolled Medicare the DMEPOS supplier—
 - i. Must operate as a separate unit
 - ii. Meet all other DMEPOS supplier standards.
30. Location must be open and available to Medicare beneficiaries at the minimum of 30 hours per week. Exemptions for this standard include:
- a. Physician whose services are defined in section 1848(j)(3) of the Act furnishes items to his or her own patient(s) as part of his or her professional service.
 - b. Licensed non-physician practitioners whose services are defined in sections 1861(p) and 1861(g) of the Act furnishes items to his or her own patient(s) as part of his or her professional service; or
 - c. DMEPOS supplier is working with custom made orthotics and prosthetics.

The above 30 Medicare Supplier Standards have been edited to make them easier to read.

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED OR
DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.
PLEASE REVIEW IT CAREFULLY**

Forester Family Medical Supply is committed to protecting our patients' protected health information. We encourage patients to contact our practice immediately if any privacy issues or questions arise.

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal program that mandates the proper confidentiality of all medical records and individually identifiable health information used or disclosed by us, whether in electronic, paper, or oral form. Ensuring the confidentiality of your personal medical information has always been a top priority for us.

It's important to note that the HIPAA Act, which became effective on April 14, 2003, grants you, the client, significant new rights regarding understanding and controlling how your health information is utilized. This federal law establishes penalties for covered entities that misuse personal health information, reinforcing the protection of your privacy.

As mandated by HIPAA, we have prepared this explanation to outline how we are obligated to maintain the privacy of your health information and the circumstances under which we may use and disclose your health information. This information is designed to provide you with a clear understanding of your rights and how we handle your confidential health data in compliance with HIPAA regulations. If you have any questions or require further clarification, please do not hesitate to contact us. We are committed to upholding the privacy and security of your health information in accordance with HIPAA guidelines.

Under HIPAA regulations, we may use and disclose your medical records only for the following purposes:

1. **Treatment:** We may use and disclose your health information to provide, coordinate, or manage your healthcare and any related services. This includes communication between healthcare providers involved in your care.
2. **Payment:** We may use and disclose your health information to obtain payment for the healthcare services we provide to you. This includes billing and collection activities and may involve sharing information with your insurance provider or a third-party payer.
3. **Health Care Operations:** We may use and disclose your health information for activities that are necessary for our healthcare operations. This includes quality assessment and improvement activities, reviewing the competence or qualifications of healthcare professionals, and other business operations that are essential to providing you with quality care.
4. **Appointments:** Under HIPAA, Forester Family Medical Supply may use your health information to provide appointment reminders or share information about treatment alternatives, health-related benefits, or services that may be of interest to you

This is considered a permissible use of your health information for healthcare operations. Our aim is to ensure that you receive necessary reminders and pertinent information that contributes to your overall health and well-being.

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED OR
DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.
PLEASE REVIEW IT CAREFULLY (continued)**

Absolutely, under HIPAA regulations, any uses and disclosures of your protected health information not covered by the permissible uses mentioned earlier will require your written authorization. You have the right to authorize specific uses and disclosures, and you can revoke such authorization in writing. If you choose to revoke your authorization, we are obligated to honor that request. Additionally, you have specific rights with respect to your protected health information, and you can exercise these rights by submitting a written request to the Privacy Officer at this office. Your rights include:

1. **Right to Inspect and Copy:** You have the right to inspect and obtain a copy of your health information.
2. **Right to Amend:** You can request amendments to your health information if you believe it is incorrect or incomplete.
3. **Right to an Accounting of Disclosures:** You can request a list of certain disclosures of your health information made by us.
4. **Right to Request Restrictions:** You have the right to request restrictions on certain uses and disclosures of your health information.
5. **Right to Request Confidential Communications:** You can request to receive communications of your health information in a specific way or at a specific location.
6. **Right to File a Complaint:** If you believe your privacy rights have been violated, you have the right to file a complaint with us or with the Secretary of the Department of Health and Human Services.

If you have any questions or wish to exercise any of these rights, please contact the Privacy Officer at Forester Family Medical Supply.

Forester Family Medical Supply is required by law to uphold the privacy of your protected health information and to furnish you with notice of our legal duties and privacy practices concerning such information. This notice serves to inform you about how your health information may be used and disclosed and outlines your rights and our responsibilities under the law.

This Notice of Privacy Practices is effective as of April 14, 2003, and Forester Family Medical Supply is obligated to adhere to the terms outlined in this notice. Any updates or changes to the Notice of Privacy Practices will be effective for all protected health information maintained by us.

If you believe that your privacy protections have been violated, you have recourse. You have the right to file a written complaint with our office or with the Department of Health & Human Services, Office of Civil Rights, regarding violations of the provisions of this notice or the policies and procedures of our office. It's important to note that we will not retaliate against you for filing a complaint.

Forester Family Medical Supply Privacy Officer: Jasmine Hayllar
4061 S Elliot St
Englewood, CO 80110
Tel: (303) 558-0438
Fax: (303) 593-1862

File a Complaint with HIPAA
The US Department of Health & Human Services, Office of Civil Rights
200 Independence Ave, S.W.
Washington, DC 20201
Tel: (202) 619-0257

Forester Family Medical Supply Action Code

After activating the Action Code on the Patient Voice website, you will be prompted to provide your feedback, with the option to remain anonymous. You can also specify the type of follow up contact you prefer. It's important to note that the Action Code only identifies Forester Family Medical Supply to Patient Voice and is not coded to identify you personally.

Alternatively, you can call the regular store number and any Forester Family Medical Supply staff member can assist you in initiating your feedback documentation.

Feel free to reach out if you have any questions or if there is anything else we can assist you with. Your feedback is important to us, and we appreciate the opportunity to address any concerns you may have.

If Forester Family Medical Supply provides care, treatments, and/or services billed under your Medicare benefit, and you have unresolved questions, concerns or complaints that were not addressed to your satisfaction, you have the right to contact Medicare directly at:

Cigna Government Services

PO Box 20010

Nashville, TN 20010

Telephone: (866) 270-4909

www.cignagovermentservices.com

If Forester Family Medical Supply provided care, treatments, and/or services that were billed under your Medicaid benefit, and you have unresolved questions, concerns or complaints that were not addressed to your satisfaction, you have the right to contact Health First Colorado, (State of Colorado Medicaid Program) directly at:

Health First Colorado (Colorado's Medicaid Program)

303 E 17th Avenue

Denver, Colorado 80203

Telephone: (800) 221-3943

As Forester Family Medical Supply is an accredited agency, you have the right to notify our accrediting agency about our conduct. If we did not resolve a complaint in a manner that you felt was appropriate, you may contact our accrediting agency at:

Accreditation Commission for Health Care

4700 Falls of Neuse Road, Suite 280

Raleigh, North Carolina 27609

Telephone: (919) 785-1214

It's important to us that you have the information and resources you need to address any issues or inquiries related to the services you received. If there's anything else we can assist you with or if you have additional questions, please feel free to reach out to Forester Family Medical Supply at (303) 558-0438. We are here to support you in any way we can.