



## Acceptance of Delivery of Funded Equipment General Policy

### Funding Application Support:

Comfort Mobility will assist clients in applying for available funding sources for their required equipment. This includes preparation of quotes, assessments, and submission to applicable funding programs.

### Client Responsibility:

While Comfort Mobility makes every reasonable effort to obtain funding approval on your behalf, **final funding decisions are at the sole discretion of the respective funding agencies.**

### Client Agreement:

By accepting equipment or services from Comfort Mobility Home Health Care, the client (or their legal representative) agrees to the following:

- They will be responsible for **any portion of the cost not covered or subsequently declined** by the funding agency for any reason.
- This includes (but is not limited to): deductibles, non-eligible items, coverage denials, partial payments, or administrative errors beyond Comfort Mobility's control.

### Appeals and Denials:

In the event of a denial, Comfort Mobility will advise the client of the decision and may assist in the appeal process if applicable. However, **any unpaid amount remains the client's financial responsibility.**

### Payment Terms:

- Clients may be invoiced for any remaining balances.
- Payment is due within 30 days of the invoice date unless otherwise agreed upon in writing.
- Charges over \$1,000.00 paid by credit card are subject to a 2% surcharge.