

SOLUTIONS ORTHOCARE GROUP, LLC
7001 ST. ANDREWS RD A-17
COLUMBIA, SC 29212
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866.771.6123 (F)

PROTOCOL FOR RESOLVING COMPLAINTS FROM MEDICARE BENEFICIARIES

The patient has the right to freely voice grievances and recommend changes in care of services without fear of reprisal or unreasonable interruption of services. Service, product, and billing complaints will be communicated to management. These complaints will be documented in the DMEPOS Complain Log and complete forms will include the patient's name, address, phone number and HICN, 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.

All complaints will be handled in a professional manner within 5 business days. All logged complaints will be investigated, acted upon, and responded to in writing or by telephone by a manager within a reasonable amount of time after the receipt of the complaint. If there is no satisfactory resolution of the complaint, the next level of management will be notified progressively up to the owner of the company. A written notification should result in 14 days.

The patient will be informed of this complaint resolution protocol at the time of the set-up of service. For further information contact BOC at 877.776.2200 or CMS 1.800.MEDICARE.

MANUFACTURER'S WARRANTY POLICY

Manufacturer warranties differ from each company. Customer exchanges and/or returns are not affected by the manufacturer's warranty as these are generally acceptable to the retailer. Solutions Orthocare Group, LLC will repair or replace, free of charge, any Medicare-covered items found to be defective.

CUSTOMER INSTRUCTIONS FOR USE OF MEDICARE COVERED ITEMS.

The fulfilment of your order based off your physician's referral is important to us. Please follow instructions that have been given verbally and/or written to you. These recommendations or guidelines have been given to allow for adjustment to and the and appropriate usage of the DME equipment prescribed. Please remember that compliance and adherence to therapy is much different than general product defect. If a product is not working for you, please inform us at the number below so that adjustments or recommendations may be addressed, and we can then follow up with your physician on the direction of your care. For more information call the number posted at the top.