

AIM PLUS MEDICAL SUPPLIES RECORD UPDATE FOR OUR MEDICARE PATIENTS

We appreciate you being a customer of AIM Plus Medical Supplies. Please take a moment to review the following information and acknowledge receipt of this information. AIM Plus Medical Supplies wants to make sure all our Medicare patients receive regular updates related to our policy and procedures, their rights and responsibilities, DMEPOS Supplier Standards, contact information, emergency plan, warranty, return of product information, billing information related to when you would receive an ABN and Capped rental agreement. We want you to know your rights as a Medicare patient to determine whether certain products are billed as a rental or a purchase and other financial related information. **We also want you to know that we value you and always welcome your input into your plan of care.** Please take a moment to review the following information and let us know if you have any input, questions, comments, or concerns with which we may be able to assist.

Contact Information:

Our Hours of Operation: We are open Monday – Thursday from 8am until 4pm and on Fridays from 8am until Noon.

Our **phone number** is: 866-919-1246 and our **email address** is: info@aimplusonline.com.

We have a great deal of information available to you on our website:

www.aimplusmedicalsupplies.com , including hotline numbers, policies, and other important information. We also have great educational resources online including our diabetic cookbooks, should you be interested in trying out one of our delicious recipes: <https://www.aimplusmedicalsupplies.com/education/> .

This update contains a link to the Privacy Policy, which you received initially as a hard copy when you signed up as our customer; information on your Rights and Responsibilities, the DMEPOS Supplier Standards, Emergency Plan, Contact Numbers, Warranty, and return of Equipment Policy.

Privacy Policy: <https://www.aimplusmedicalsupplies.com/policies-and-procedures/>

Rights and Responsibilities: <https://www.aimplusmedicalsupplies.com/patient-bill-of-rights-and-responsibilities/>

DMEPOS Supplier Standards:

<https://www.aimplusmedicalsupplies.com/medicare-dmepos-supplier-standards/>

Emergency Plan, Contact Numbers, Warranty, and Return of Equipment Policy: <https://www.aimplusmedicalsupplies.com/current-customer/>

Additional billing related information: Medicare typically covers 80% of the cost of your products and 20% of the cost is your responsibility, if this is different you will be notified prior to shipment of the order. You will receive an **Advance Beneficiary Notice of Noncoverage (ABN)** Form CMS-R-131 if we expect a Medicare payment denial that transfers financial liability to the beneficiary, before an order would be sent, so that you may decide if you would like the order to be shipped to you or not. An example of an ABN is available on our website at: <https://www.aimplusmedicalsupplies.com/current-customer/> .

Capped Rental Agreement Information: Certain products are billable to Medicare as either a “rental” or a “purchase”. While not all products fall under this category, we want you to know that if you purchase a product considered as either a “capped rental” or “inexpensive or routinely purchased item” that you would have the option to choose if you would rather have your product billed as a “rental” instead of a “purchase.” The Capped Rental Agreement is available on our website at: <https://www.aimplusmedicalsupplies.com/current-customer/>.

ACKNOWLEDGEMENT OF RECEIPT:

We ask that you acknowledge receipt of the link to the information provided in this document to assist us by updating your records so we can make certain you have received all this important information. All of these documents are available to you in a hard-copy format by mail per request by email us at: info@aimplusonline.com or you may call us at: 866-919-1246, and let us the address where you would like us to send the documents.

I acknowledged I have received a copy of the privacy policy, my rights and responsibilities, DMEPOS Supplier Standards, and the capped rental agreement. I acknowledge I have been informed that as a Medicare patient, I have a choice in determining how my products are billed and whether my products may be billed to Medicare as either a rental or purchase. I understand I may call and discuss any questions with AIM Plus Medical

Supplies concerning any information in the links provided, my products, paperwork, bill, and my options as a Medicare patient.

Typed Name: _____

Signature: _____ **Date:** _____

*Please return this form by email to info@aimplusonline.com or by mail to 500 Patriot Pkwy, Ste B, Tuscaloosa, AL 35405. Thank you!