

# Welcome Guide

Better Nights. Brighter Days.



# Welcome to sleeptech!

*Dear Valued Patient,*

*Welcome to sleeptech, where your comfort and health are our top priorities.*

*I'm Brady Nelson, President of sleeptech, and I'm thrilled that you've chosen us for your sleep therapy needs. At sleeptech, we understand the importance of a good night's sleep and are dedicated to ensuring you receive the best possible care and support.*

*Our team, including our dedicated respiratory therapists and sleep technologists are committed to making your journey to better sleep not just a treatment, but a transformative experience. We believe that proper sleep is foundational to a healthy and vibrant life, and we are here to support you every step of the way.*

*In the initial days of your therapy, expect a call from us. We want to ensure that your treatment is comfortable and effective, and we're here to answer any questions you might have. If you have any concerns before or after our scheduled calls, please don't hesitate to reach out to us. We are here for you!*

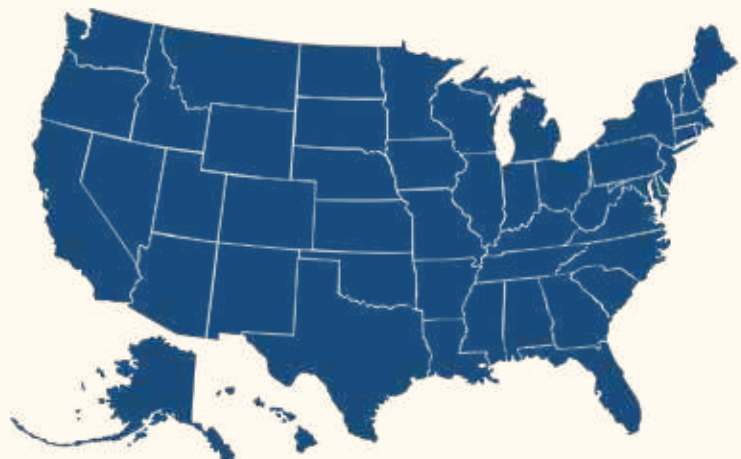
*You can contact us Monday through Friday, from 8:30 am to 5:00 pm and can reach a member of our team at 503-496-5239. For your convenience, our website offers the ability to order supplies, email us after hours, and access a wealth of information about your treatment. Visit us at: [sleeptechnologies.com](https://sleeptechnologies.com).*

*Thank you once again for choosing sleeptech. We look forward to supporting you in achieving long-term benefits from your sleep therapy.*

*Best,*

*Brady Nelson RRT  
President, sleeptech*

sleeptech takes pride in offering comprehensive care  
services across the United States



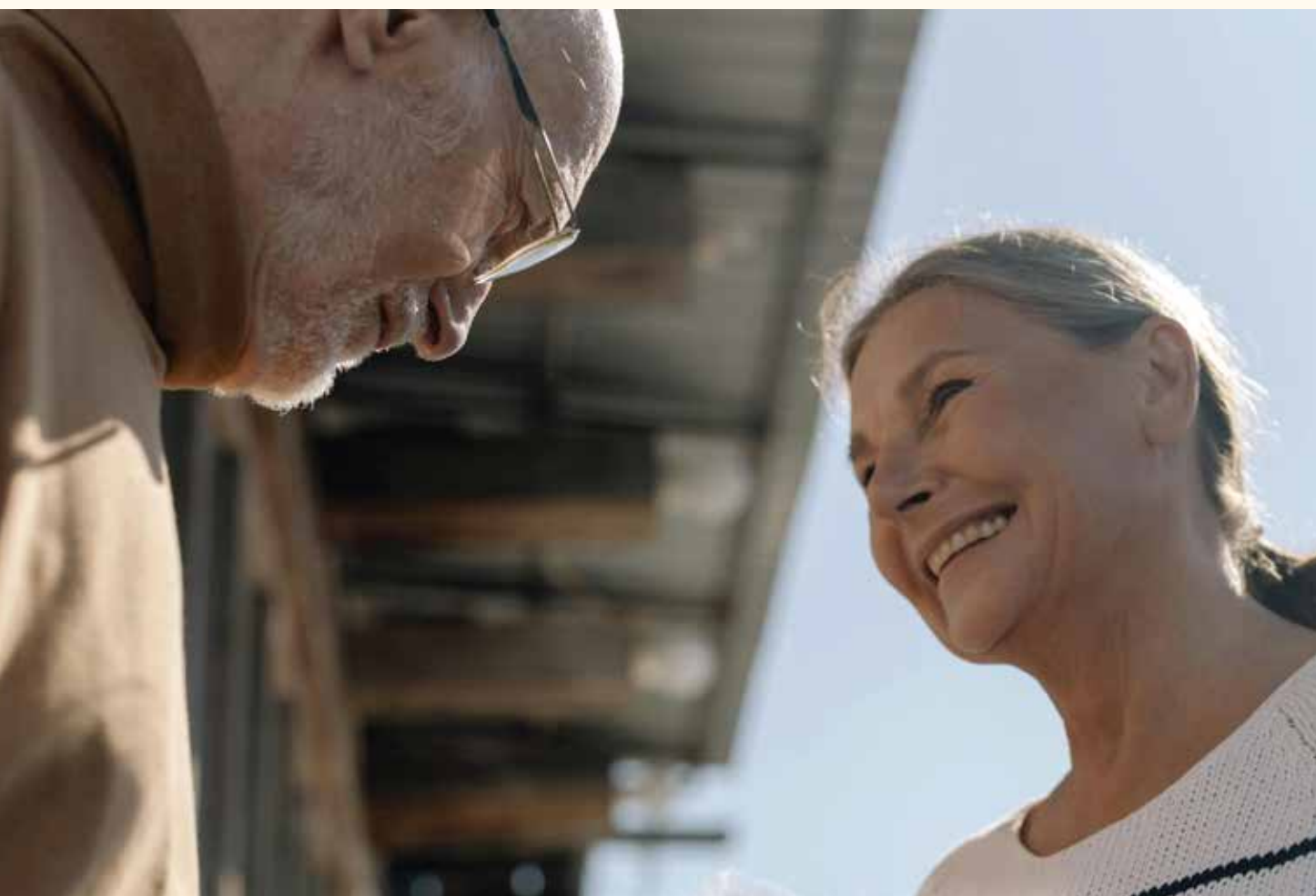
Find your nearest service provider:  
[sleeptechnologies.com/pages/contact-us](https://sleeptechnologies.com/pages/contact-us)

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## General Information

Navigating a new service provider can often come with questions. To ease any uncertainties, here's an overview to provide clarity on what to expect from sleeptech. Please keep this information handy for future reference, and don't hesitate to reach out if you have any questions or concerns. We're here to help!



# Equipment Options: Renting Vs. Purchasing

When it comes to selecting your equipment, sleeptech offers flexibility between renting and purchasing options, catering to your preferences and needs.

## **Renting Option:**

Applies to "Capped Rental Items". Under this option, Medicare covers the monthly rental fee for up to 13 months. Afterward, ownership transfers to you, and any necessary service or repair becomes your responsibility. All service requests must be scheduled during regular business hours by contacting sleeptech.

## **Purchasing Option:**

Applies to "Inexpensive and Routinely Purchased Items". For these items, you have the opportunity to purchase outright, excluding oxygen. Once purchased, you'll be responsible for any subsequent service or repair needs.

## **Service and Repair:**

For equipment purchased from sleeptech, service or repair outside the manufacturer warranty incurs current labor and parts charges. We'll guide you on ongoing care, maintenance, and obtaining further service if needed.

## **Returns:**

We strive to ensure your satisfaction with our merchandise. Eligible items may be exchanged or refunded within 30 days with a sales receipt, provided they are in new condition and in their original packaging. However, certain items such as undergarments, oxygen, disposable supplies, and custom manufactured equipment cannot be returned unless defective. Refunds are subject to management discretion.



## **Change of Status**

Your well-being is paramount to us. Please promptly inform us of any changes that may affect your care, such as insurance, hospital admission, safety concerns, or prescription adjustments. Additionally, keep us updated on changes in your contact information or if you no longer require equipment. We're here to ensure your continued comfort and safety.

## **AutoPAY Enrollment and Financial Policies**

### **Enrollment in AutoPAY:**

Your signature on the acknowledgment receipt form authorizes sleeptech to enroll you in our AutoPAY feature. This facilitates convenient payment of your patient responsibility portions, ensuring peace of mind as you receive the care you need. Before receiving products, we require a form of payment on file to address any balances not covered by your insurance, including future months' patient portions of rental charges.

### **Payment Options:**

We offer various secure payment options, including Visa, Mastercard, American Express, and Discover card, ensuring your information is securely stored through our PCI compliant merchant processor.

### **Billing Process:**

Medical equipment is typically provided on a Capped Rental basis, with bills submitted to your insurance company monthly for rental charges. While we strive to provide accurate estimates, please note that your patient responsibility portion may differ after insurance claim processing.

## **Equipment Rental:**

For most insurance plans, including Medicare, the oxygen equipment rental period is 36 months, followed by an additional 24 months with no payments (maintenance and service still billed every 6 months). At the 5-year mark you are eligible for replacement equipment. We will pick up your old items, deliver your new ones and your insurance billing will resume. Other equipment, such as CPAPS, usually rent for 13 months before ownership is transferred to you, as per your insurance carrier's policy.

## **Advance Directive Overview**

### **Advance Directives:**

Advance directives are crucial documents that empower competent patients to dictate their future healthcare decisions if they're unable to participate directly in medical choices. These documents, like living wills and durable powers of attorney, are honored by sleeptech if provided in writing. While we support your decision to create an advance directive, we recommend consulting your attorney, physician, or local hospital for assistance, as sleephealth employees cannot aid in their formulation. It's important to note that our services are not dependent on whether you have advance directives in place or not.

### **Understanding Healthcare Surrogate Designation**

A healthcare surrogate designation appoints someone you trust to make medical decisions on your behalf if you're unable to. Consider naming an alternate surrogate and share your wishes with them. Provide copies to your healthcare team and legal advisors.

# FAQ's

## What are my refill procedures?

- For equipment rental supplies like oxygen cannulas, give us a call to drop by our office or request delivery.
- Need non-rental supplies like CPAP masks? Just let us know, and we'll arrange the refill.
- We'll send reminders for resupply, but your approval is essential before delivery, which typically takes up to 14 days.

## How do I request more oxygen?

- Need oxygen cylinders? Give us at least 48 hours' notice or call ahead and swing by our office for pickup.
- We've got specific delivery schedules to ensure you get your oxygen contents on time.

## What if I need help after hours?

- Emergencies can happen anytime. That's why we're on call 24/7.
- Reach out for immediate help with equipment issues outside regular hours, though routine deliveries happen during business hours only.



# FAQ's

## What do I need from my Physician?

- A yearly doctor's consultation and prescription are essential.
- Proper documentation in your medical records is vital for insurance coverage, especially with Medicare's strict requirements.
- Some equipment, like oxygen and PAP therapy, requires follow-up appointments.

## How do I pay for equipment costs?

- Upfront payments may be needed for equipment and supplies, or we'll bill your insurance.
- Contact your insurance provider for exact cost details, and provide payment info for deductibles or co-payments.

## What does Medicare cover?

- Under Original Medicare, oxygen equipment rental is covered for up to 36 months, with continued supply for up to 5 years.
- Maintenance visits are included, and after 5 years, equipment upkeep becomes your responsibility.
- Coverage details may vary for Medicare Advantage or private insurance plans; check with your provider for specifics.

# Patient Rights

- Patients will be informed of their responsibilities in the care process, including any need for medical supervision and changes in their condition affecting product use.
- Equipment delivered will meet manufacturers' specifications and be fully warranted.
- A Billing and Collection policy will be provided at setup, and monthly itemized billing statements will be issued.
- Sales returns are accepted within 30 days in unopened packages or salable condition.
- Dissatisfaction with services can be expressed without fear of reprisal and will be addressed promptly.
- Patients have the right to refuse services, participate in care decisions, and access their records upon request.
- Pending discharge to another provider will be discussed with the patient.
- Patient information is kept strictly confidential, and discrimination is prohibited by law

# Patient Responsibilities

- The company reserves the right to refuse services for health and safety reasons.
- Signatories signify patient authorization and acceptance of the agreement.
- Patients agree to care for, use, and return rental equipment in good condition, covering any damages or loss.
- Rental equipment remains the property of the company unless purchased.
- Prompt reporting of malfunctions is required, with access granted for repairs or maintenance.
- Patients are liable for personal injury or property damage related to equipment use.
- Failure to make payments may lead to equipment retrieval.
- Rental terms renew monthly, and patients must report changes in medical status or residence.
- Legal fees from disputes are covered by the unsuccessful party.

# Privacy Notice

Our organization is dedicated to maintaining the privacy of your identifiable health information. In conducting our business, we will create records regarding you and the treatment, products, and services we provide to you. We are required by law to maintain the confidentiality of health information that identifies you. We are also required by law to provide you with this notice of our legal duties and privacy practises concerning your health information.

**The following notice describes how your medical information may be used and disclosed, and how you can get access to this information. Please review the information carefully.**

- Your confidential healthcare information may be disclosed to employees or business associates of the Company when needed to provide you with products and/or services, to secure payment for products and/or services provided, and as needed to operate our business. Employees and business associates of the company will only be provided with the minimum necessary information needed to complete their duties.
- Your confidential healthcare information may be released to other healthcare professionals for the purpose of providing you with quality healthcare.
- Your confidential healthcare information may be released to your insurance provider for the purpose of the company receiving payment for providing you with needed healthcare products and services.

- Your confidential healthcare information may be released to a public health organisation or federal organisation in the event of the need to report a communicable disease or to report a defective device.
- Your confidential healthcare information may be released to public or law enforcement officials in the event of an investigation in which you are a victim of abuse, a crime, or domestic violence.
- Your confidential healthcare information. It may not be released for any other purpose than that which is identified in this notice without requesting a specific authorization from you to release information for a specific person.
- You may be contacted by the company to remind you of the need to reorder regular or routine supplies that you currently receive from the company, or to notify you of other health services that may be up interest to you.
- You have the right to restrict the use of your confidential healthcare information. If you object to your confidential information being disclosed as described in this agreement, you may request a Restriction of Information Consent form.
- Upon completion of this form, the company may abide by the restrictions you request. However, the Company may choose to refuse to provide continuing service to you if the restrictions we request would interfere with the company maintaining. Normal treatment patient or healthcare operations regarding your account.
- You have the right to receive confidential communication about your health status and the products and services provided to you.

- You have the right to review and photocopy any and all portions of your healthcare information.
- You have the right to make changes to your healthcare information.
- You have the right to know who has access to your confidential healthcare information and for what purpose.
- You have the right to possess a copy of this Privacy Notice upon request. This copy can be the form of an electronic transmission or on paper.
- The company is required by law to protect the privacy of his patients. It will keep confidential any and all the patient healthcare information and will provide patients with the list of duties or practises that protect confidential healthcare information.
- The company will abide by the terms of this notice. The Company reserves the right to make changes to this notice and continue to maintain the confidentiality of all healthcare information. Patients will receive a mail copy of any changes to this notice within 60 days of making the changes.
- You have the right to complain to the company if you believe your rights to privacy had been violated.

**If you feel your privacy rights have been violated, please mail your complaint to the company:**

**ATTN: Admin**

**8440 SE Sunnybrook Blvd., Suite 208 Clakamas, Oregon 97015**

**All compaints will be investigated**



# Medicare DMEPOS Supplier Standards

1. Compliance with all applicable Federal and State licensure and regulatory requirements is mandatory.
2. Provide accurate information on the DMEPOS supplier application, with timely reporting of any changes to the National Supplier Clearinghouse.
3. Ensure an authorized individual signs the enrollment application for
4. billing privileges.  
Fill orders from own inventory or through contracted companies.
5. Do not contract with excluded entities from Medicare or other
6. relevant programs.  
Inform beneficiaries about rental or purchase options for durable
7. medical equipment.  
Notify beneficiaries of warranty coverage and honor warranties
8. under State law.  
Maintain a visible, accessible physical facility with posted hours and
9. sufficient storage space.  
Permit CMS or its agents to conduct on-site inspections.
10. Have a primary business telephone listed under the business name in a local directory or toll free number.
11. Maintain comprehensive liability insurance coverage.
12. Prohibit direct solicitation to Medicare beneficiaries.
13. Ensure delivery and instruct beneficiaries on the use of Medicarecovered items, maintaining proof of delivery and instruction.
14. Respond to beneficiary inquiries and complaints, documenting all interactions.
15. Maintain, replace, or repair Medicare-covered items rented to beneficiaries at no additional cost.
16. Accept returns of substandard or unsuitable items from beneficiaries.

# Medicare DMEPOS Supplier Standards

17. Accept returns of substandard or unsuitable items from beneficiaries.
18. Ensure beneficiaries receiving Medicare-covered items are informed of these standards.
19. Disclose any individuals with ownership, financial, or control interests in the supplier.
20. Prohibit the transfer or sale of the supplier number, safeguarding Medicare billing integrity.
21. Establish a complaint resolution protocol to address beneficiary concerns and maintain records.
22. Keep detailed complaint records, including beneficiary information and resolution actions.
23. Commit to providing CMS with required information as per Medicare regulations.
24. Obtain accreditation from a CMS-approved organization to maintain billing privileges.
25. Obtain accreditation specifying covered products and services for billing purposes.
26. Notify accreditation organization of new DMEPOS locations.
27. Ensure all supplier locations meet DMEPOS quality standards and obtain separate accreditation.
28. Disclose all products and services upon enrollment and accreditation application.
29. Fulfill surety bond requirements outlined in 42CFR§424.57(d)27.
30. Source oxygen from state-licensed suppliers.
31. Maintain comprehensive documentation per 42 CFR§ 24.516(f).
32. Prohibit shared practice locations with other Medicare providers and suppliers.
33. Maintain a minimum 30-hour weekly public presence, with exceptions outlined in section 1848(j) (3) of the Act.

# Compliance

In order for insurance to pay for your CPAP/BiPAP therapy, certain requirements *must* be met:

1. **Equipment Use:** Adherence to therapy is define as:
  - Use of CPAP/BIPAP for at least 4 hours per night, on 70% of nights during a consecutive thirty (30) day period anytime during the first three (3) months of initial usage.
2. **Follow-up Visit:** It is required to have a follow up visit with your treating physician **AFTER** starting therapy. *This follow up visit must take place between:*
  - 31-90 days if you are a CPAP user, or
  - 61-90 days if you are a BiPap user
3. **Ongoing compliance during rental period**
4. **Annual physician visit is required for renewal of prescription for ongoing PAP supplies.**



# 90-day resupply guide

Applies to all insurances including Medicare

## Full Face Mask



## Nasal Mask



## Nasal Pillow Mask



# Equipment Instructions

## Oxygen

### ***Using the Concentrator:***

- Plug the concentrator directly into a 115V wall outlet. Avoid using extension cords.
- Fill the humidifier jar with distilled water, refilling as needed and emptying any leftover water before refilling.
- Attach the humidifier jar to the concentrator's oxygen outlet or tubing connector.
- Connect the nasal cannula to the humidifier jar and position it on the face securely.
- Turn on the concentrator power switch. An alarm will briefly sound as pressure is reached.
- Adjust the liter flow using the rotary knob or flow tube to the prescribed level.
- Follow the prescribed liter flow carefully. More is not always better. Promptly inform us of any prescription changes.
- Use the concentrator for the recommended daily duration and follow your physician's instructions regarding oxygen usage.

### ***Cylinder with Regulator or Conserving Device Use:***

- Turn the valve on the tank counterclockwise to open it.
- Adjust the liter flow using the regulator/conserving device to the prescribed level.
- Place the nasal cannula on the face following the same instructions as for the concentrator.
- Use the prescribed liter flow carefully. More is not always better.
- Use the cylinder for the recommended daily duration and engage in prescribed activities.

# Oxygen

## ***Safety Guidelines:***

- Display "No Smoking" signs prominently in your home.
- Keep concentrator and cylinders away from flammable materials like Vaseline, Chapstick, and aerosols.
- Position the concentrator in a well-ventilated area, not in a closet.
- Ensure concentrator and cylinders are at least 15 feet away from heat sources and open flames.
- Avoid generating sparks near oxygen equipment.
- Maintain a distance of at least 6 feet between your oxygen source and electrical appliances.
- Ensure all electrical equipment is properly grounded.
- Never cover or drape anything over cylinders.
- Avoid transporting oxygen in the trunk of your car.
- Keep cylinders lying flat on the floor unless secured in a stand or cart.
- Equip your home with smoke detectors and fire extinguishers.
- Test smoke detectors regularly and replace batteries annually.
- Continued smoking while oxygen is in use may result in discharge from our service due to safety concerns.
- Patients using oxygen equipment should refrain from smoking in the room where oxygen is stored or has been used, for at least 30 minutes. This applies to all smoking devices, including cigarettes, e-cigarettes, vaping devices, cigars, and pipes.
- Electronic cigarettes pose a potential ignition risk when exposed to oxygen; therefore, it's advised to avoid using e-cigarettes during oxygen therapy.



## ***Troubleshooting:***

- Alarm Sounds:
  - Use backup oxygen supply.
  - Ensure the plug is securely in the outlet.
  - Check circuit breakers/fuses for integrity.
  - Verify the concentrator circuit breaker (reset button) is functional.
- No Oxygen Flowing from Nasal Cannula:
  - Utilize backup oxygen supply.
  - Check for secure tubing connection.
  - Ensure the humidifier jar on the concentrator is properly attached.
  - Confirm the nasal cannula tubing is dry.
  - Check for any kinks or obstructions in the nasal cannula tubing.
  - Look for bubbles in the concentrator's humidifier jar or test the nasal cannula in a glass of water.
  - Inspect for any blockage in the concentrator's inlet filter.
  - Verify the fill level on the cylinder.
  - Ensure the cylinder is turned on.
  - Confirm the liter flow setting is not set to "0" or "off".

## **Traveling with Oxygen**

Patients planning to travel outside our service area will receive a copy of their prescription. Without a prescription, obtaining oxygen services from another supplier won't be possible. Simply call the sleeptech number provided on the website at least 4 weeks before your travel. Failure to make appropriate arrangements in advance may lead to difficulties in obtaining your oxygen and supplies during travel.

Depending on your insurance plan, you may bear full or partial responsibility for payment of your traveling oxygen services. When traveling with oxygen cylinders and equipment provided by sleeptech, they cannot be exchanged for equipment or cylinders from another company.

## CPAP Information

At your appointment with our sleeptech team, we'll provide a comprehensive overview of your CPAP machine and its usage. If you have any further inquiries regarding equipment setup, safety guidelines, or resolving any issues, please refer to the Instructional Manual included with your machine. Alternatively, feel free to reach out to us directly for assistance.

## CPAP Classes

At sleeptech, we are dedicated to providing a warm and welcoming experience for our patients. We now offer group classes for patients being set up with CPAP and fitted for their masks. In a small group setting, our clinician will assist multiple patients simultaneously, ensuring everyone is comfortable with their CPAP equipment, properly fitted with their masks, and fully informed. This setting also fosters a sense of community among CPAP users. Participation in these group classes is optional; however, unless you specifically request an individual appointment, you may be scheduled for a group class.

## Aerosol

### ***Setting Up Your Aerosol Equipment:***

1. Position the Aerosol compressor on a stable surface.
2. Assemble the nebulizer kit and connect the tubing.

### ***Using Your Aerosol Equipment:***

1. Plug the compressor into a grounded outlet.
2. Add medication to the nebulizer and connect the tubing.
3. Switch on the compressor to start misting.
4. Inhale slowly until medication is depleted, then switch off the compressor.



ResMed has been experiencing supply constraints with sourcing cellular access module (CAM) boards for Air10 devices due to a global chip shortage. These CAM boards enable our Air10 devices to communicate wirelessly via cellular technology. When a device comes in that is no longer communicating wirelessly because of a faulty CAM board, we may be unable to repair or replace it because of the shortage in parts.

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## **Our Solution**

Our number one goal is to get devices back into the hands of patients. As a result, if a device with a CAM board issue comes in for repair, ResMed will repair the device to a fully functioning state, excluding the CAM board, and send it back to customers with an SD card. Devices will continue to function and provide therapy as expected regardless of CAM board status, as wireless connectivity does not affect therapy delivery.

## **In Warranty Vs. Out of warranty**

- If a device with a CAM board failure is under warranty, give us a call or stop by our office and we will repair all warranty-covered issues and return it with an SD card.
- This may be done immediately in person, or be sent away to be repaired.
- If the device is out of warranty, and has only a CAM board issue, we will return it with an SD card at no charge to the customer.
- If an out-of-warranty device has multiple issues, we will send a repair estimate to fix any issues we find, with the exception of the CAM board, and will still include an SD card at no charge. You may receive a temporary device for up to one (1) month, until insurance makes a decision.
- They may choose to repair the device, or allow you to keep the rental.

**We understand this solution may not be ideal or accepted by all customers and we will have an escalation process in place as a next step.**

## Removing the SD card

SD cards are an alternative way for therapy data to be transferred from the device to care providers. Care providers may ask patients to send the SD card by mail or bring it in. Here's how to remove the SD card:

1. Open the SD card cover.
2. Push in the SD card to release it.
3. Remove the SD card from the device.
4. Place the SD card in the protective folder and send it back to the care provider.

For more information about the SD card, refer to the SD card protective folder provided with your device. These instructions can also be found on page 10 of the ResMed AirSense 10 User Guide or AirCurve 10 User Guide.

**We understand that this will likely cause some disruption and are working closely with our customer care team to proactively contact all customers who are pending a CAM board repair on one or more devices.**

# Cleaning Schedule

## Oxygen

### Weekly

- Check and clean the vacuum air inlet filter (if needed)
- Wash humidifier jar in warm, soapy water or soak it in a vinegar-water mixture for at least 30 minutes.
- Wipe concentrator, cylinder, and regulator using a clean, damp cloth with water only. Avoid spraying substances onto equipment.

## CPAP Machines

### Daily

- Wipe mask with wash cloth or CPAP specific wipes (no alcohol, bleach, oils & no antimicrobial wipes) rinse well with fresh water and air dry.
- Cushion can be washed with mild soap daily if desired.

### Weekly

- Wash mask, headgear, tubing and humidifier chamber.
- Check filter and replace every 2 weeks, or when discolored.
- Use mild dish soap that does not contain any lotion and rinse all equipment well. Lay out or hang to air dry (not in direct sunlight).
- Do not use alcohol or bleach to clean equipment.
- Philips Respironics® humidifier chamber can be washed in the top shelf of the dishwasher.

### Monthly

- For home sterilization: Soak mask, tubing and humidifier tray in 1-part white vinegar with 3-parts water for 30 minutes, then rinse well and air dry.



# Emergency/Disaster Preparedness

Disasters and emergencies are unpredictable events that can strike at any moment. Being proactive and preparing for these situations can significantly improve your ability to manage them effectively. Consider the following tips to ensure you and your family are well prepared for potential emergencies.

## **Be Informed:**

- Stay tuned to all available news stations on your radio.
- Regularly check weather forecasts for updates.

## **Emergency Contact Information:**

- Designate someone to check on you during emergencies.
- Establish an evacuation route and alternatives.
- Assign a communication contact for your extended family.
- Keep a list of emergency phone numbers handy, including your medical equipment suppliers.

## **Utilities:**

- Know the location of main utility switches in your home.
- Keep flashlights and extra batteries in case of power outages.
- Have a back-up supply of medications and medical equipment.
- If you have oxygen or other medical equipment, ensure you have a backup source in case of disaster.

## **Fire Safety:**

- Never smoke in a home where oxygen is used.
- Post "No Smoking" signs inside and outside the home.
- Avoid open flames near oxygen equipment.
- Install smoke alarms and test them monthly.
- Have a home fire escape plan and practice it regularly.

## **Fall Prevention Guidelines:**

### **Identifying Risk Factors:**

- Discuss medication side effects with your healthcare provider.
- Address walking difficulties with assistive devices.
- Manage chronic conditions that affect balance.
- Address vision or hearing impairments.
- Seek medical attention if you experience repeated falls or weakness.

## **Personal Hygiene and Infection Control:**

### **Maintaining Hygiene:**

- Bathe daily, wash hair weekly, and brush teeth regularly.
- Keep nails trimmed and wear clean clothes.
- Change soiled clothes and bed linens promptly.

### **Hand Hygiene:**

- Wash hands before handling food and after using the toilet.
- Wash hands thoroughly with soap and water.

### **Cleaning Contaminated Items:**

- Clean medical equipment as instructed.
- Wash dishes and medical equipment weekly.
- Change or clean medical equipment and tubing as directed.

### **In Case Of Emergency:**

- Call 9-1-1
- Stay calm
- Speak clearly and follow dispatcher instructions
- Stay on the line if possible

# Concerns and Complaints

At sleeptech, your satisfaction matters most, and we welcome your feedback. We recognize the importance of addressing any concerns you may have about our services. Our dedicated corporate compliance team is committed to swiftly resolving any dissatisfaction you may encounter.

To ensure your concerns are handled effectively, we have established the following escalation process:

- Reach out to a customer service representative at your branch for assistance.
- If your issue is not resolved, ask to speak with a manager.
- For further assistance, contact our corporate compliance team at 503-496-5239. A resolutions associate will be assigned to address your case promptly and provide personalized attention.

# Medicare DMEPOS Complaints

## To file a complaint:

- Contact your supplier.
- Call 1-800-MEDICARE (TTY: 1-877-486-2048).

## Competitive bidding area:

- Call 1-800-MEDICARE to contact the Competitive Acquisition Ombudsman.

## Supplier must:

- Acknowledge in 5 days.
- Respond in writing in 14 days.

## Need help?

- Contact SHIP.

## Questions about services?

- Check your Medicare Summary Notice (MSN) or log into your Medicare account.
- File an appeal for coverage/payment issues.

## ACHC Complaints Policy

We document and investigate all complaints regarding our accredited organizations or ACHC itself. Complaints can be submitted via mail, phone, email, fax, or online. Your confidentiality is our priority, but we may need to reveal your identity to validate your complaint.

### Contact Us:

Phone: (855) 937-2242

Hours: 8 a.m. - 5 p.m. ET, Monday to Friday

Address: 139 Weston Oaks Ct., Cary, NC 27513

Local: (919) 785-1214

Fax: (919) 785-3011

**sleeptech**

CPAP & OXYGEN THERAPY

