

PAIENT INFORMATION HANDOUT

Dear Summit Services & Supply Customer,

Summit Services & Supplies understands the importance of your medical supplies. We understand that providing quality products and on-time services is essential for your quality of life. Our commitment to you is to provide unparalleled customer services, quality products that fit your lifestyle. If you have any questions or assistance, please call our office at 307-877-2993,

Sincerely, Madonna Long, Owner

806 Pine Ave, Kemmerer Wyoming 83101
307-877-2993
summitservicesusa.com
info@summitservicesusa.com

Summit Services & Supplies Hours of Services
Urological S & Medical Supplies
BUSINESS HOURS: MONDAY- FRIDAY 10 AM- 4 PM

Mission Statement

Summit Services and Supplies LLC is dedicated to offering our clients the absolute best form of Urological Supplies & Medical Equipment.

It is our mission at Summit Services and Supplies LLC to improve the quality of life for our clients by providing medical supplies for our patient's unique needs. We are committed to operating with compassion and integrity at all times.

We strive to maintain a business culture of respect, inclusiveness, professional grown and community values. We are committed to the very highest standards of safety, & protection. We provide the ultimate products and services for individuals, the medical industry, and businesses.

We understand the immeasurable importance of developing a harmonious synergy with our clients by providing the very best technologies and services in the marketplace to cater to your needs.

MEDICARE DMEPOS SUPPLIER STANDARDS

Medicare DMEPOS supplier must meet in order to obtain and retain their billing privileges. These standards, in their entirety, are listed in 42 C.F.R. 424.57(c).

1. A supplier must be in compliance with all applicable Federal and State licensure and regulatory requirements.
2. A supplier must provide complete and accurate information on the DMEPOS supplier application. Any changes to this information must be reported to the National Supplier Clearinghouse within 30 days.
3. A supplier must have an authorized individual (whose signature is binding) sign the enrollment application for billing privileges.
4. A supplier must fill orders from its own inventory, or contract with other companies for the purchase of items necessary to fill orders. A supplier may not contract with any entity that is currently excluded from the Medicare program, any State health care programs, or any other Federal procurement or non-procurement programs.
5. A supplier must advise beneficiaries that they may rent or purchase inexpensive or routinely purchased durable medical equipment, and of the purchase option for capped rental equipment.
6. A supplier must notify beneficiaries of warranty coverage and honor all warranties under applicable State law, and repair or replace free of charge Medicare covered items that are under warranty.
7. A supplier must maintain a physical facility on an appropriate site and must maintain a visible sign with posted hours of operation. The location must be accessible to the public and staffed during posted hours of business. The location must be at least 200 square feet and contain space for storing records.

8. A supplier must permit CMS or its agents to conduct on-site inspections to ascertain the supplier's compliance with these standards.
9. A supplier must maintain a primary business telephone listed under the name of the business in a local directory or a toll-free number available through directory assistance. The exclusive use of a beeper, answering machine, answering service or cell phone during posted business hours is prohibited.
10. A supplier must have comprehensive liability insurance 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. If the supplier manufactures its own items, this insurance must also cover product liability and completed operations.
11. A supplier is prohibited from direct solicitation to Medicare beneficiaries. For complete details on this prohibition see 42 CFR § 424.57 (c) (11).
12. A supplier is responsible for delivery of and must instruct beneficiaries on the use of Medicare-covered items and maintain proof of delivery and beneficiary instruction.
13. A supplier must answer questions and respond to complaints of beneficiaries and maintain documentation of such contacts.
14. A supplier must maintain and replace at no charge or repair cost either directly, or through a service contract with another the company, any Medicare-covered items it has rented to beneficiaries.
15. A supplier must accept returns 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) from beneficiaries.
16. A supplier must disclose these standards to each beneficiary it supplies a Medicare-covered item.
17. A supplier must disclose any person having ownership, financial, or control interest in the supplier.

18 A supplier must not convey or reassign a supplier number; i.e., the supplier may not sell or allow another entity to use its Medicare billing number.

19. A supplier must have a complaint resolution protocol established to address beneficiary complaints that relate to these standards. A record of these complaints must be maintained at the physical facility.

18. Complaint records must include: the name, address, telephone number and health insurance claim number of the beneficiary, a summary of the complaint, and any actions taken to resolve it.

19 A supplier must agree to furnish CMS any information required by the Medicare statute and regulations.

20. 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 for those specific products and services (except for certain exempt pharmaceuticals).

21. All suppliers must notify their accreditation organization when a new DMEPOS location is opened.

22. All supplier locations, whether owned or subcontracted, must meet the DMEPOS quality standards and be separately accredited in order to bill Medicare.

23. All suppliers must disclose upon enrollment all products and services, including the addition of new product lines for which they are seeking accreditation.

24. A supplier must meet the surety bond requirements specified in 42 CFR § 424.57 (d).

25 A supplier must obtain oxygen from a state-licensed oxygen supplier.

26 A supplier must maintain ordering and referring documentation consistent with provisions found in 42 CFR § 424.516(f).

27. A supplier is prohibited from sharing a practice location with other Medicare providers and suppliers.

30. A supplier must remain open to the public for a minimum of 8.30 hours per week except for physicians (as defined in section 1848(j) (3) of the Act) or physical and occupational therapists or a DMEPOS supplier working with custom-made orthotics and prosthetics.

MEDICARE DMEPOS SUPPLIER STANDARDS DMEPOS

Suppliers have the option to disclose the following statement to satisfy the requirement outlined in Supplier Standard 16 in lieu of providing a copy of the standards to the beneficiary.

The products and/or services provided to you by (supplier legal business name or DBA) are subject to the supplier standards contained in the Federal regulations showed at 42 Code of Federal Regulations Section 424.57(c).

Scope of Services

Summit Services & Supplies LLC provide medical supplies and equipment with a qualified staff that encompasses the following

- Urological supplies & Wound Care
- Catheters
- Canes, walker's other small medical equipment

Referrals and Eligibility

Criteria include the following elements

We service individuals with services in Wyoming California, Nevada, New Mexico, Arizona, and other servicing states.

- A valid prescription
- A diagnosis
- A medical justification
- The financial means to cover the cost of requested care

Summit Services & Supplies LLC bills Medicare, Medicaid, and third-party insurances. We also accept cash, checks, or credit cards.

Emergency Services or Interruption of Services

In case of an Emergency Situation or Natural Disaster: Please make sure you contact us by phone, email, or on the web. If an interruption of service occurs, please call a local Supplier near your location or the nearest hospital.

Patients Bills of Rights

You have the following patient rights

The right to be fully informed in advance about care, treatments, and slash or services to be provided, including the disciplines that furnished care and the frequency of visits as well as any modifications to the plan of care.

The right 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 your care.

The right to have the plan of care adapted to your specific needs and limitations.

the right to make informed decisions regarding care.

The right to have their values and preferences including the decision to refuse care or services, discontinue care or services, treatments, and service is respected.

The right to the 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, treatment, and services provided in a manner that safeguards each patient's dignity and cultural, physiological, and spiritual values.

The right to be free from mental, physical, sexual, and 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 the care or service decisions.

The right to formulate advanced directives.

The right to be involved in decisions to withhold resuscitations And discussions to forego or withdraw life-sustaining care.

The right to be involved in decisions when the organization reviews result in a denial of care, treatment, services, or payment.

The right to choose whether or not 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 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 changes for which a 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.

The right to be informed on any existing or potential conflict of interest, which includes financial benefits when referring to other organizations that can affect the provision of care.

The right to voice a complaint with and or suggest changes in health care services and or staff without being threatened, restrained or discriminated against.

Any complaints that may be addressed to: operations manager by telephone at 307 877 2993 or emailed to Mlong@summitservicesusa.com With the expectation that the information will be handled confidentially.

Patient Responsibilities

You have the following patient responsibilities:

Responsibility to provide accurate and complete information about the present complaint, past illnesses, hospitalizations, medications, and other matters relating to your health for supplies and services.

Responsibility to report received risks in your care in unexpected changes in your condition.

Responsibility to help our organization understand your environment and providing feedback about services needed in expectations.

Responsibility to ask questions when you do not understand any aspect of care services or expectations.

Responsibility to follow the care and treatment and services as planned.

