

CUSTOMER BILL OF RIGHTS

We believe that all customers receiving services from ADAPTIVE MEDICAL MARKETING, INC. should be informed of their rights. Therefore, you are entitled to:

1. Be treated with dignity, courtesy, friendliness, and to have your personal property respected.
2. Receive reasonable coordination and continuity of services from the referring agency to home medical equipment services.
3. Receive a timely response from when home care equipment or additional information is needed or requested.
4. Be fully informed of ADAPTIVE MEDICAL MARKETING, INC. policies, procedures and charges for services and equipment, including eligibility for third party reimbursement.
5. Receive an explanation of all forms you are requested to sign.
6. Receive home care equipment and services regardless of race, religion, political belief, sex, social status, age or handicap.
7. Receive proper identification from personnel providing services.
8. Participate in decisions concerning home care equipment needs, including the right to refuse service within the confines of the law.
9. Participate in decisions surrounding the formulation of advance directives (i.e., living wills) and/or the consideration of ethical issues that may arise.
10. Have all of your records (except as otherwise provided for by law or third party payer contracts) and all communications, written or oral, treated confidentially.
11. Access to all health records pertaining to you and to challenge and have your records corrected for accuracy.
12. Express dissatisfaction and suggest changes in any service without fear of coercion, discrimination, reprisal or unreasonable interruption in service.
13. Receive information on ADAPTIVE MEDICAL MARKETING, INC.'s mechanism for receiving, reviewing and resolving complaints or concerns.
14. Be assured that your rights are honored by all ADAPTIVE MEDICAL MARKETING, INC. Staff.
15. Be informed of your responsibilities regarding home care equipment and services.

CONSUMER COMPLAINT & ABUSE HOTLINES

* In the event of a complaint which is not resolved, the client or immediate family or caregiver has a right to report complaints, abusive, neglectful, or exploitive practices.

*To report a complaint regarding the services you receive: Please call AHCA toll free 1-888-419-3456

*To report abuse, neglect, or exploitation of a disabled adult or elderly person: Please call 1-800-962-2873

*If your concerns meet the definition of an emergency situation: First call 911 then call the Abuse Hotline.

*To report Medicaid Fraud call: 1-866-966-7226

* To report Medicare Fraud call: 1-800-MEDICARE(1-800-633-4227)

Customer Responsibilities

1. Customer agrees that rental equipment will be used with reasonable care, not altered or modified, and returned in good condition (normal wear expected). Rental equipment shall at all times remain the property of ADAPTIVE MEDICAL MARKETING, INC..
2. Customer agrees to promptly report to ADAPTIVE MEDICAL MARKETING, INC. any malfunctions or defects in rental equipment so that repair/replacement can be arranged.
3. Customer agrees to provide ADAPTIVE MEDICAL MARKETING, INC. access to all rental equipment for repair/replacement, maintenance and/or pick-up of the equipment.
4. Customer agrees to use the equipment for the purpose so indicated and in compliance with the physician's prescription. Customer agrees to keep the equipment in their possession and at the address to which it was delivered unless otherwise authorized by ADAPTIVE MEDICAL MARKETING, INC..
5. Customer agrees to notify ADAPTIVE MEDICAL MARKETING, INC. of any hospitalizations or change in health insurance, address, telephone number, physician, or when the medical need for rental equipment no longer exists.
6. Customer agrees to accept all financial responsibility for home medical equipment furnished by ADAPTIVE MEDICAL MARKETING, INC..

Assignment/ Signature on file Agreement

I request that payment of authorized medical benefits be made to ADAPTIVE MEDICAL MARKETING, INC. for any covered service furnished to me. In cases where ADAPTIVE MEDICAL MARKETING, INC. agrees to accept assignment, ADAPTIVE MEDICAL MARKETING, INC. will accept the charge determination as the full charge for the covered services. I am always responsible for the deductible, co-insurance and unassigned uncovered services. I agree to pay ADAPTIVE MEDICAL MARKETING, INC. any payment made directly to me by insurance for services provided by ADAPTIVE MEDICAL MARKETING, INC. on an assigned basis. I understand that ADAPTIVE MEDICAL MARKETING, INC. does not accept returned merchandise if worn, used for sanitary or hygienic purposes, or if it is disposable. All rental equipment shall remain the property of ADAPTIVE MEDICAL MARKETING, INC.. It is my responsibility to inform ADAPTIVE MEDICAL MARKETING, INC. if I relocate, no longer need the equipment, or am admitted to a hospital or nursing center. I shall also inform ADAPTIVE MEDICAL MARKETING, INC. if the equipment is not working properly. I agree that in the event my insurance or other third party payor refuses to pay the rental or purchase price of the equipment or service that I will be responsible for those payments or shall return the equipment involved.

Patient's or Authorized Person's Signature

I authorize the release of any medical or other insurance information to process this claim. I also request payment of government benefits either to me or to ADAPTIVE MEDICAL MARKETING, INC.