PATIENT NOTIFICATIONS AND RIGHTS

HIPAA Privacy Notice

ALL CUSTOMER HEALTHCARE INFORMATION WILL BE KEPT PRIVATE

Precision Medical Supply may be required to use information in the following ways:

- Treatment. We may utilize or possibly disclose your health information to your healthcare provider only to assist in our supplying of medical products and/or equipment and in the treatment of your condition.
- Payment. We may be required to disclose your health information to collect payment from third parties for services rendered or supplies provided.
- Delivery Reminders. Precision Medical Supply may need to use your personal information to contact you.
- Release of Information to Family/Friends. We may need to provide information to an individual, if a family member or friend is caring for you.
- Disclosures Required by Law. Our organization will disclose health information when we are required by Feral State or local law.
- Public Health Risks, Health Oversight Activities, Worker's Compensation.
- Lawsuits, Law Enforcement, Threats to Health and Safety, Military, National Security.

Your Rights Regarding Your Identifiable Health Information:

- Confidential Communications. You have the right to request that our organization communicate with you about you and your health. In addition, you may request that this communication take place in a confidential environment. This request must be provided to us in written form.
- Requesting Restriction. You may request a restriction in the use or disclosure of your personal health information to individuals involved in our dispensing of medical supplies. This request must be provided to us in written form.
- Inspection and Copies. You have the right to request a copy of the identifiable health information that we may utilize for your care. This request must be provided to us in writing.
- Amendment. You may request that we amend your information if you think that we have incorrect information in our records. This request must be provided to us in writing.
- Accounting of Disclosures. All our patients have the right to request a list of any disclosures our organization makes on your personal information (such as your medical doctor or our technician).
- You have the right to a copy of this notice.
- You have the right to file a complaint if you believe your privacy rights have been violated.
- Chris L. Barbieri is the compliance officer for Precision Medical Supply and can be reached @ 424.300.0025 x1005

www.SmilesMed.com | 424.300.0025 | Support@SmilesMed.com
6060 W. Manchester Ave. Ste 310 | Los Angeles | California 90045

YOUR PATIENT RIGHTS AND RESPONSIBLITILIES

Patients who receive DME devices and supplies from our company are entitled to be notified in writing of their rights and obligations before services begin and to exercise those rights.

Patient Rights

Patients of Precision Medical Supply have the Right to:

- The patient has the right to considerate and respectful service.
- Be informed of our policies & procedure.
- The patient has the right to obtain medical equipment without regard to race, creed, national origin, sex, age, disability, diagnosis or religious affiliation.
- The patient has the right to confidentiality, Subject to applicable law, of all information pertaining to their medical information. Individuals or organizations not involved in the patient's care or billing may not have access to the information without the patient's written consent.
- The patient has the right to make informed decisions about their care.
- The patient has the right to reasonable continuity of care and service.
- The patient has the right to voice grievances without fear of termination of their supplies or other forms of reprisal.

Patient Responsibility

Patients of Precision Medical Supply have the Responsibility to:

- Give accurate and complete information pertinent to your equipment and supply needs.
- Notify our office if you have a change to your health or therapy requirements that effect the products we supply.
- Notify our team if the equipment or supplies you receive malfunction and/or become unusable before their expected end of service life.
- Adhere to the manufacturer's guidelines for the recommended use of the medical equipment and supplies provided.
- Notify our company of any changes in your physician or other provider that will affect the services you receive from our company.
- Request information concerning anything pertaining to your medical equipment and/or supplies that you don't understand.
- Notify us of any concerns, problems or dissatisfaction with the services we provide to you.
- Notify us of any change in your insurance plan or Payer source.

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MEDICARE DMEPOS SUPPLIER STANDARDS

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 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.
20. 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.
21. A supplier must agree to furnish CMS any information required by the Medicare statute and regulations.
22. 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).
23. All suppliers must notify their accreditation organization when a new DMEPOS location is opened.
24. All supplier locations, whether owned or subcontracted, must meet the DMEPOS quality standards and be separately accredited in order to bill Medicare.
25. All suppliers must disclose upon enrollment all products and services, including the addition of new product lines for which they are seeking accreditation.
26. A supplier must meet the surety bond requirements specified in 42 CFR § 424.57 (d).
27. A supplier must obtain oxygen from a state-licensed oxygen supplier.
28. A supplier must maintain ordering and referring documentation consistent with provisions found in 42 CFR § 424.516(f).
29. 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 30 hours per week except 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.

Note: This is an abbreviated version of the supplier standards every Medicare DMEPOS supplier must meet to obtain and retain their billing privileges. These standards, in their entirety, are listed in 42 C.F.R. 424.57(c).