



**First 90 days of using your pap therapy equipment:**

In order to provide you with the best cpap/bipap therapy, the respiratory therapist that sets up your cpap/bipap machine will be calling you within 10 days of your setup. This is a critical time follow up to make sure any problems with your cpap/bipap therapy are addressed quickly. After 30 days from the time you are set up, the respiratory therapist will follow up again with you. After your two initial follow ups our HME Service Representative will then call every 90 days to assure that you are not having any problems or issues with the machine or the therapy.

Depending on your insurance coverage, you may be able to replace your supplies on a regular basis. When the seal on your mask begins to age, you will notice air leaking around the seal. Cushions can be replaced monthly and the mask every 90 days according to most insurances. Mask, tubing, filters and water chambers can collect bacteria and should be cleaned regularly and replaced at the intervals on the chart below.

Every 90 days you will be contacted by our office to discuss compliance with the machine and if supplies are needed. The supplies that most insurance companies allow, will be shipped to your home. Just let your HME Service Representative know what supplies you are in need of. Contact from our office will come in any of the following forms: email, telephone, or letter. Please respond at your earliest convenience so we can ensure you are provided the appropriate supplies needed to continue use of your equipment.

**Not all insurance companies follow these guidelines, so please consult with your insurance company to understand your replacement benefits.**

**The maximum replacement schedule for most insurances is shown below:**

Mask	1 per 3 months
Headgear	1 per 6 months
Nasal replacement cushion	2 per month
Pillows replacement cushion	2 per month
Full face cushion	1 per month
Chin Strap	1 per 6 months
Tubing	1 per 3 months
Filter	2 per month
Filter reusable	1 per 6 months
Water chamber	1 per 6 months

Our HME Service Representatives are glad to help you with any problems or issues you are having with your therapy. If you need to see a therapist, they will make an appointment for you at a location near you, to try a different mask or if you are having problems with your machine.

Our hours at the sleep center are 8am to 4pm Mon. – Fri. Our representatives can be reached at **330-572-1011**. We can also be reach by email at [hmedepartment@unityhealthnetwork.com](mailto:hmedepartment@unityhealthnetwork.com)

## **Supply Replenishment Financial Policy**

**Please Note: UNOPENED Supplies have a 30 day return policy.**

Every 90 days when our HME Service Representatives review your account and it is found that you have a “collection” status with our billing department, we will not dispense your supplies to you. Please contact our billing office to setup a payment plan so we can continue to service your needs. The billing department contact number is 330-923-6606.

If you are on a payment plan with our billing department we will ensure the current payment has been made before supplies are dispensed.

If you have a delinquent balance of \$200.00 or more and are not yet in collections we will ask you to contact our billing department to set up a payment plan. We are requesting the patient pay half of the HME supply balance due and agree to a payment plan before replacement supplies are sent out.

Thank you for your attention to this matter and our privilege to continue to serve your needs.