



Patient Bill of Rights / Scope of Service / Complaint Resolution Procedure

Scope of Service: Americare Respiratory Services, Inc (ARS) specializes in serving patients with sleep apnea. We provide the top devices in Continuous Positive Airway Pressure, Bilevel Positive Airway Devices and supplies. Americare works closely with physicians and we have Respiratory Care Practitioners available. We provide a personal care plan and the convenience of monitoring your PAP use remotely. We will provide proof of use to your physician or employer if requested. Additionally Americare provides the Afflovest, a chest oscillation device to assist patients who have difficulty bringing up phlegm. Americare supports and recognizes your rights. We will protect, and promote the right of each patient to be treated with dignity and respect. The patient has a right to receive a copy of these rights with explanations where necessary.

The Patient has a right:

- To be advised of services/products and equipment available.
- To receive service without regard to race, creed, gender, age, handicap, sexual orientation, veteran status or lifestyle
- To participate in the plan of care or service and/or any change in the plan before it is made
- To be advised of charges for services to be paid by the patient and those charges covered by insurance, third-party payment or public benefit programs prior to their first shipment
- To receive verbal and written notice of their insurance coverage with regard to products purchased through Americare Respiratory Services, Inc
- To be advised of the billing policies, payment procedures and any changes in the information provided on services as they occur within an appropriate time frame as Americare is made aware of the change
- To be informed both verbally and in writing of billing and reimbursement policies and the customer's financial responsibilities
- To the confidentiality of his/her clinical records and the Americare's policy for accessing and disclosure of clinical records (please review the company's Notice of Privacy Practices)
- To make informed decisions about care and treatment plans and to receive information in a way that is understandable to the patient. The Patient and/or the patient's representative are authorized to exercise their rights



- As a patient of Americare Respiratory Services, Inc. the patients has the right to know the company's grievance procedures which include phone numbers, hours of operation, and how to communicate problems to ARS without fear of discrimination or retaliation for doing so.

The products and/or services provided to you by Americare Respiratory Services, Inc are subject to the supplier standards contained in the Federal regulations shown at 42 Code of Federal Regulations Section 424.57(c). These standards concern business professional and operational matters (e.g., honoring warranties and hours of operation). The full text of these standards can be obtained at <http://www.ecfr.gov/>. Upon request we will furnish you a written copy of the standards. ARS has established a complaint resolution protocol to address complaints. All grievances are to be directed to a supervisor in Customer Service. The telephone number for complaints is 1-866-344-2774. Office hours are Monday through Friday from 8 am to 4 pm Pacific Standard Time. All calls outside of that timeframe will be met by voicemail and messages will be returned in an appropriate time frame.

To file a complaint to Americare, call (866) 344-2774:

- Within 5 calendar days, we will let you know we got your complaint and are investigating it
- Within 14 calendar days, we will send you the result of your complaint and will respond in writing

Call Medicare at 1-800-MEDICARE (1-800-633-4227) TTY users can call 1-877-486-2048. Complaints that can't be resolved by a 1-800-MEDICARE customer service representative will be referred to the appropriate office.

Call Accreditation Commission on Health Care at 855-937-2242 or customerservice@achc.org /

Contact your State Health Insurance Assistance Program (SHIP) for free, personalized help. <https://www.shiptacenter.org>