

NEW PATIENT PACKAGE



Hours of Operation: are available in the section contact us of the website.
(<https://diabetesdme.com/contact-us>)

Complaint Process: If you need to inform us about any improvement on our process or something you feel was not right, you can call us at any time at **+1(847) 873 8040** or fill up our electronic form at: <https://diabetesdme.com/incident-report-form/>

Warranties and Information: Every product offered by Diabetes DME follows the manufacturer's warranty, and all warranty documentation, including an operation manual, is included with the shipment. Additionally, manufacturers maintain updated websites and customer service phone lines to provide further support, including information on setup, use, and maintenance of the equipment, in accordance with the physician's order.

My Payment and Notification Responsibilities: I agree that I am responsible for any deductible, coinsurance payment, and potentially other amounts not covered by Medicare or by any other insurance, except as otherwise prohibited by law. I agree that I will notify Diabetes DME immediately of any changes in my insurance coverage or insurance provider(s).

Notice of Privacy Practices and Patient Bill of Rights: I consent to receive copies of Diabetes DME's Notice of Privacy Practices (www.DiabetesDME.com/notice-of-privacy-practices) and Patient Bill of Rights (www.DiabetesDME.com/patient-bill-rights) electronically. I understand that printed versions will be provided to me upon request.

Medicare DMEPOS Supplier Standards: I understand that the products and/or services provided to me by Diabetes DME are subject to the supplier standards contained in the Federal regulations shown at Title 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 from the U.S. Government Printing Office website (<https://www.ecfr.gov/current/title-42/chapter-IV/subchapter-B/part-424/subpart-D/section-424.57>). I understand that upon my request, Diabetes DME will provide me with a written copy of the standards.

Notice of Noncoverage: Coverage of CGM system supplies and accessories are available for those therapeutic CGM systems where the beneficiary uses a receiver classified as DME to display glucose data. There is no Medicare benefit for supplies used with equipment that is not classified as DME. However, Medicare coverage is available for the CGM system supplies and accessories if a non-DME device (smartphone, tablet, etc.) is used in conjunction with the durable CGM receiver. Coverage of CGM system supplies and accessories are available for those therapeutic CGM systems where the beneficiary uses a receiver classified as DME to display glucose data. If a beneficiary intends to never use a receiver classified as DME as the display device, the supplies and accessories are not covered by Medicare.