



Dear Valued Client

As your home medical equipment provider, I am writing you with some serious concerns.

Due to recent legislation, on Jan. 1, 2009, Medicare changed the way it reimburses suppliers of oxygen equipment. As a result, some of the quality service that our valued patients have been accustomed to and deserve may change. Please read the following for important information.

**What has changed?**

Recent legislation has placed a 36-month “cap” on the reimbursement rental payments we receive for beneficiary oxygen equipment. Specifically, in most cases Medicare will only make payments for your equipment for the first 36 months of service. While Medicare will continue to pay for your oxygen contents (refill of portable equipment and liquid containers), the reimbursement will no longer cover all of our services like 24 hour on call service, replacement supplies and our normal maintenance schedule. This affects all home medical equipment companies. Collectively, we have concern that the array of services that you have become familiar may be compromised. Our goal is to ensure that you receive optimal quality care.

**How does this affect you, our patient?**

- Seasonal traveling, or permanently relocating, may be more difficult due to your need of continued oxygen service outside of our service area. While the legislation requires that we make arrangements for Medicare beneficiaries to continue receiving the equipment at a new place of residence, we have concern that a new oxygen supplier may not be willing to provide you with the full services to which you are familiar. Depending of the length of time you have used your equipment, many of these suppliers may not accept you at all.
- The “24/7 on-call” services that we provide may no longer be available, or become limited.
- Your portable oxygen delivery may drop in frequency (e.g. weekly deliveries will go to monthly).

**What can you do?**

Careline asks that you please call your congressman/woman in your home district and your two U.S. senators. Urge them to repeal this “36-month cap” on your oxygen services. Let them know that you are worried about how you receive care from your oxygen supplier. Contacting your legislators is not difficult. Dial the U.S. Capitol Switchboard at 202-224-3121. Ask the operator to connect you to the office of your congressman/woman or senator. If you do not know who your legislators are, simply give the switchboard operator your ZIP code.

Unfortunately, Medicare has placed the supplier community in this position. Again, please contact your legislators today and ask them to **repeal the 36-month oxygen cap to allow full continued full oxygen services**. For more information, please do not hesitate to contact us at 1-888-810-5462

Sincerely,  
Careline Medical Equipment & Supply

<b>Big Rapids</b> 705 Oak St 231-796-6623 800-360-7014 Fax 231-796-7408	<b>Cadillac</b> 205 Bell Ave. 231-775-7143 800-591-5785 Fax 231-775-7486	<b>Coldwater</b> 407 E Chicago 517-279-9999 800-752-9571 Fax 517-279-4808	<b>Grandville</b> 3125 28 <sup>th</sup> ST SW 616-249-2273 888-810-5462 Fax 616-249-0355	<b>Grand Haven</b> 1071 S. Beacon Blvd 616-846-0360 888-379-8315 Fax 616-846-6643	<b>Grand Rapids</b> 89 54 <sup>th</sup> St SW 616-249-2273 888-810-5462 Fax 616-249-9123	<b>Greenville</b> 919 W Washington 616-754-3497 800-454-3497 Fax 616-754-8724
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<b>Manistee</b> 84 Division St. 231-723-5897 800-747-6598 Fax 231-723-8262	<b>Reed City</b> 124 W Upton 231-832-4565 888-698-5462 Fax 231-832-2836	<b>Saginaw</b> 2800 East Holland Ave 989-746-7370 888-379-8339 Fax 989-746-7369	<b>Sturgis</b> 1511 E. Chicago Rd 269-651-3266 800-829-2976 Fax 269-651-6924	<b>Three Rivers</b> 218 Enterprise Dr. 269-273-5500 800-460-9580 Fax 269-273-6300	<b>West Branch</b> 109 A Plaza East Dr. 989-345-7090 800-521-1150 Fax 989-345-7192	