

At JVA Mobility, Inc. we are committed to assisting you with your DME needs. We offer a wide variety of durable medical supplies including: manual and electric wheelchairs, powered mobility devices (scooters), hospital beds, walkers, lift chairs, bathroom aids, patient lifts (ceiling lifts & stairway lifts), and many seating and positioning devices. We service everything we sell. Our staff will instruct you on the use of the equipment and answer any questions you may have.

Forms You May Be Asked To Sign As Needed:

Patient Information (stays in file)

Assignment of Benefits (stays in file)

Authority for Release of Info (stays in file)

Delivery Documentation (stays in file)

Educational and Instructional Materials (includes Manufacturer Warranty)

Financial Policy:

1. All rentals are for a minimum of one (1) month rental.
2. Cash, check or credit/debit cards accepted for payment.
3. Lessee is responsible for equipment in case of loss or damage.
4. Patient is responsible for payment of the equipment if insurance does not make payment.
5. Patient may request that payment of authorized benefits be made to JVA Mobility Inc. for any goods/services furnished. Patient has the right to withdraw from the 'assignment agreement' at any time by informing JVA Mobility Inc. in writing.

Consent for third party review: You understand that there may be occasion that your medical records would need to be provided for review by an outside third party (such as accreditation or other) and you have given JVA Mobility, Inc. consent for such review as needed.

Emergency Preparedness Plan: JVA Mobility, Inc. has a comprehensive emergency preparedness plan in case a disaster occurs. Disasters may include fire to our facility, chemical spills in the community, tornadoes and community evacuations. Our primary goal is to continue to service your health care needs. It is your responsibility to contact JVA Mobility, Inc. regarding any supplies you may require when there is a threat of disaster or inclement weather so that you have enough supplies to sustain you.

If a disaster occurs, follow instructions from the civil authorities in your area. JVA Mobility, Inc. will utilize every resource available to continue to service you. However, there may be circumstances where JVA Mobility, Inc. cannot meet your needs due to the scope of the disaster. In that case, you must utilize the resources of your local rescue or medical facility. JVA Mobility, Inc. will work closely with authorities to ensure your safety.

Complaint Procedure: You have the right and responsibility to express concerns, dissatisfaction or make complaints about services you do or do not receive without fear of reprisal, discrimination or unreasonable interruption of services. The telephone number is 319-226-3363, when you call ask to speak with Vince Wolrab, Jr. As long as you follow this process, we will ensure that your concerns will be reviewed and an investigation started within 48 hours. Every attempt shall be made to resolve all grievances within 14 days. If you feel the need to further discuss an unresolved concern, dissatisfaction or a complaint that is not resolved, contact Renae Bockholt, phone 319-226-3363.

Equipment Warranty Information:

JVA Mobility, Inc. will honor all manufacturers' warranties under applicable state law. In addition, the manufacturers' manual will be provided to all Rental beneficiaries for all durable medical equipment provided. If any item delivered to a Rental beneficiary is substandard or unsuitable, JVA Mobility, Inc. will accept the return of the item or exchange the item.