

### **For Medicare Patients Only:**

Forms you may be asked to sign as needed:

Assignment of Benefits (stays in file)

Medicare Authorization (stays in file)

ABN (stays in file)

Inexpensive or Routinely Purchased Item (stays in file)

**Supplier Standards** - The products and/or services provided to you by JVA Mobility, 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 operations). The full text of these standards can be obtained at <https://www.ecfr.gov/>. Upon request we will furnish you a written copy of the standards.

**The toll-free number for Medicare** to file a complaint/or to speak with customer service is 1-800-MEDICARE or 1-800-633-4227

**Protocol for resolving complaints from Medicare beneficiaries:** The patient has the right to freely voice grievances and recommend changes in care or services without fear of reprisal or unreasonable interruption of services. Service, equipment, and billing complaints will be communicated to management and upper management. These complaints will be documented in the Medicare Beneficiaries Complaint Log, and completed forms will include the patient's name, address, telephone number, and health insurance claim number, a summary of the complaint, the date it was received, the name of the person receiving the complaint, and a summary of actions taken to resolve the complaint.

All complaints will be handled in a professional manner. All logged complaints will be investigated, acted upon, and responded to in writing or by telephone by a manager within a reasonable amount of time after the receipt of the complaint. If there is no satisfactory resolution of the complaint, the next level of management will be notified progressively and up to the president or owner of the company.

The patient will be informed of this complaint resolution protocol at the time of set-up service.