



**TRANSCEND
MEDICAL**

Going Beyond The Limits

Introduction to New Sleep Therapy patient

Attention

Transcend Medical is pleased to announce our new service for Sleep Therapy (CPAP) patients.

This new service will give you the ability to order and receive your sleep therapy supplies with greater ease and allow you to inform us of any issues you may be having with your equipment and therapy for quick resolution.

This service is an automated telephone call using Interactive Voice Recognition. As a new Sleep Therapy patient, you will not be assigned to receive this notification until you are comfortable with your new prescribed therapy.

You will be allowed to order your supplies approved for reimbursement via an automated telephone call using Interactive Voice Recognition available 24 hours a day, 7 days per week.

The call is short and easy for you to answer/respond to simple questions Rest assured we still want to talk to you when **you want to talk to us!**

- The questions include asking if you:
 - have any account changes
 - need to discuss your therapy
 - are using your equipment
 - need to order some or all of your supplies

During the call, you will be asked to confirm your “identity” by either of the following methods:

- **If receiving a call** - enter **the four-digit year** you were born using the telephone keypad.
- **If calling in** – confirming the telephone number that we have on file and keying in your **full date of birth** including month, day, and four-digit year, when prompted.

The frequency of the calls will not exceed the supply re-order schedule determined by your healthcare insurance provider. It is important to reorder when your supplies are depleted or worn to keep your therapy on course; you will not need to “stock pile” your supplies.

If you have any questions about this new service, please contact us at:

You may also call in 24 hours a day, 7 days a week using the toll-free number listed below to reorder your supplies approved for reimbursement.

256-259-3123

866-499-0926

Sincerely,

Transcend Medical