



Synopsis of Services

directDME is a national provider of durable medical equipment (DME), home health care, transportation and language translation services, home and vehicle modifications, and hearing aids. As a member company of AIG, directDME offers many advantages to its policyholders as well as national employers and Third Party Administrators (TPA).

Products and Services

directDME reduces the administrative burden of finding the appropriate supplier and delivers quality, timely services to the claimant.

Durable Medical Equipment

- National network of over 300 DME companies offering more than 20,000 products
- Equipment including but not limited to:
 - Aids to Daily Living (bathing aids, commodes, ergonomic products)
 - Ambulatory Aids (walkers, canes, crutches)
 - Bracing
 - Compression Therapy
 - CPM Units
 - Electrotherapy Units & Supplies (bone stimulators, TENS units)
 - Exercise & Rehabilitation Equipment
 - Hot and Cold Therapy
 - Mobility Aids (wheelchairs, scooters, lifts, portable ramps)
 - Orthopedic Equipment
 - Prosthetics & Orthotics
 - Wound Care

Home Health Care

- RNs, LPNs, CNAs, High Tech Skilled Nursing, Home Health Aides,
- Companion Care & Sitters
- Physical Therapy, Occupational Therapy & Speech Therapy
- Respiratory Therapy
- Infusion Therapy
- Catastrophic Care

The directDME Advantage

directDME's services are backed by our Price Guarantee and Service Promises.

DME, Home/Vehicle Modifications and Hearing Aids: directDME will deliver the right product at the right price. If the product delivered is incorrect, the replacement product will be discounted by 10%. If an identical product elsewhere is priced lower, directDME will beat the price by 5% of the difference.*

Home Health Care: The initial start of care evaluation will be completed on the scheduled day. If the initial start of care assessment is not completed on the scheduled day, it will be completed by the next business day at no charge. The correct type of service (RN, LPN, HHA, etc.) will be provided as ordered. If the incorrect type of service is provided at any time, there will be no charge for that appointment and the next appointment.*

Transportation Services: the driver will arrive within 15 minutes of the scheduled time. Failure to do so will result in no charge for the service. Any charge for a missed appointment as a result of failure to meet this promise will be paid by directDME.*

Language Translation Services: an interpreter, fluent in the requested language, will arrive within 15 minutes of the scheduled appointment. Failure to deliver on this promise will result in no charge for the service. Any charge for a missed appointment as a result of failure to meet this promise will be paid by directDME.*



Transportation Services

- All drivers are properly insured
- All transportation needs are met from Ambulatory Car Service to Advanced Life Support and Air Ambulance
- Long distance travel arrangements, including flight and hotel

Language Translation Services

- Includes on-site interpretation as well as telephonic and written translation for over 200 languages

Home Modifications

- Includes ramps, grab bars, handrails and full home modifications
- A licensed General Contractor oversees all projects

Vehicle Modifications

- Certified technicians and dealers/installers with proven experience
- Arrange for vehicle sales, rentals and leasing programs

Hearing Aids

- All leading brands of hearing aids as well as batteries are available
- Includes diagnostic evaluations and fitting services

Pricing Advantage

directDME's pricing structure includes:

- Pricing never above state fee schedules or usual and customary levels, as derived from the industry leader in price data
- Successful cost savings programs that include capped pricing below fee schedule for many commonly used items
- DME rental program with all rental months applied to the purchase price

Process Advantage

directDME's model includes process and expense management that directly impacts the handling of claims:

- Adjuster's authorization obtained prior to purchase providing expense control upfront
- Vendor liens for unauthorized products are greatly reduced
- directDME monitors the order until delivery

Placing an Order is Easy

Toll-free: Call our toll-free number to reach a customer service representative
877.496.7461

Fax: Fax our order form (available online) toll-free to 888.219.6588

Email: Email our order form to orders@directdme.com

Web: For more information, visit us at www.directdme.com

*Some restrictions may apply. Go to www.directdme.com for details.



Pricing Advantage from directDME

In directDME's continuing effort to provide cost effective durable medical equipment (DME) and expense management opportunities for our clients, we are pleased to offer industry leading cost containment programs.

Did You Know? directDME provides two successful cost containment programs that directly impact medical expenses.

Price Cap Program

directDME's Price Cap Program for many commonly used DME items caps pricing to amounts at or below state fee schedule or usual and customary rates. We routinely review the list of covered items searching for additional savings opportunities for our clients. The Price Cap Program currently includes:

- TENS Units
- Bone & Spinal Stimulators
- Alkaline Batteries
- Catheters
- Muscle Stimulators
- Cold Therapy Units
- Disposable Underpads

Product Substitution Program

directDME established a Product Substitution Program to identify and recommend lower cost DME product alternatives. These alternate products are just as effective as the "brand" name product originally ordered and are offered at a lower price point.

The program includes select electrotherapy and wound care products which are among the most commonly prescribed items for claimants. directDME offers these as an alternative to high cost items, allowing our clients to directly benefit from directDME's industry experience.

Did You Know? directDME's cost containment programs show significant savings.

We continuously demonstrate significant annual savings below state fee schedule or usual and customary levels, positively impacting the cost of claims for our clients. A sizeable component of those savings results from the benefits of the Price Cap Program.

Did You Know? It is simple to take advantage of directDME's cost containment programs.

Both the Price Cap and Product Substitution Programs are included as part of directDME's services and require no action by our clients. The Price Cap Program has no quantity or geographic limitations. The Product Substitution Program is just as easy to use — directDME's customer service representatives initiate the inquiry with the physician, allowing the savings to be automatically applied.

Contact us today at **877-496-7461** to take advantage of these cost containment programs or for more information contact your account representative at sales@directdme.com.