Community Retail Pharmacy Accreditation Standards

ACHC has developed new standards specifically for the Community and Retail Pharmacy Settings under our DMEPOS Accreditation program. The new Community Retail Pharmacy (CR) standards were written for the products that are typically sold in a Community Retail Pharmacy to Medicare Beneficiaries. These products include diabetic supplies, walkers, canes, nebulizers etc. Please call us at (855) 937-2242 for a more detailed list of the products covered in the new CR Standards.

The new CR standards were adapted from our Medical Supply Provider (MSP) service to be more relevant to the Community Retail Pharmacy. Successful accreditation with ACHC under the new CR service will meet all of Medicare's Quality Standards and CMS’ requirements to participate in the DMEPOS or Medicare part B program requiring accreditation. If you are currently accredited by ACHC for the Medical Supply Provider service you can continue with this service; however, the CR standards may be a better fit if you operate in a retail environment. Please call your personal Account Manager at (855) 937-2242 to inquire about your options.

For those pharmacies that are not

New Hospice Process and Pricing

We have a long history at ACHC of listening to what our customers have to say and implementing their suggestions. Listening to our customers has enabled us to provide the most relevant standards and the best accreditation programs for the industries in which we serve. The latest result of this practice has led to a new process and better pricing for the hospice providers we accredit.

ACHC is committed to providing affordable, comprehensive accreditation and we have recently been able to streamline survey data collection resulting in a price reduction for Hospice agencies seeking accreditation. For example, an initial single site hospice accreditation will now be $7,750 which represents a $2,200 reduction.

ACHC utilizes a collaborative, educational and patient-focused approach to the accreditation process. Our surveyors are experts in their respective fields.

Meet Us at the NCCB!

Get to know ACHC at the National Council’s Conference April 15-17 in Chicago. Visit us in Booth #709. Learn more at our presentation on April 15th at 10:45 am. Then join us for food and drinks at 3:15 pm.

ACHC New Worldwide Headquarters

The construction of ACHC’s new headquarters in Cary, NC is full speed ahead. - See pg. 5.

ACHC Offers Accreditation for

Home Health
Hospice
DMEPOS
Pharmacy
Private Duty
Sleep Lab/Center
Behavioral Health
FROM THE PRESIDENT’S DESK

Quality CONNECTION

ACHC has provided patient-centered, relevant and clearly written accreditation standards since 1986. Our standards have required utilization of evidence-based health care along with documented and demonstrated quality improvement activities for business operations and clinical practices.

It is our belief that accountability of health care leaders is required as never before. Initiating strategies for quality programs and products through use of ACHC standards help our customers develop and improve their own key processes and protocols.

ACHC holds itself to the same high standard of outside peer review as its own customers. We have continued to maintain ISO 9001:2008 certification since 2004 when we became the first health care accrediting body in the world to receive this international distinction.

In 2007, ACHC was named one of the fastest growing private companies in America on the Inc. 5000 list. According to Inc. magazine, companies on this list represent the backbone of the U.S. economy.

Additionally, in 2009 ACHC received the North Carolina Awards for Excellence Commitment (Level 2) Award. This milestone marks the first step toward applying for the Malcolm Baldrige National Quality Award.

In order to compete in today’s accelerating industry, organizations must be driven to achieve competitive objectives and improve health care services for the persons that you serve. Partnering with ACHC will give you the resources to successfully manage and compete in today’s health care world.

MISSION

To educate health care providers through relevant, industry/program specific standards and surveys that lead to successful business practices and improved patient services.

VISION

Accreditation Commission for Health Care will be the accreditation organization of choice that inspires excellence in health care.

VALUES

Honesty, Accountability, Visionary, Excellence, Innovation and Teamwork.
While our children were growing up, I learned an amazing amount of information from them every day. We would end each day answering three questions; one of them was, “What did you learn today?” It was a great way to end every day while emphasizing the importance of learning, sharing and applying knowledge.

In the early years I learned things like, if you carry a daddy-long-leg spider by one leg around the yard, the leg will fall off. I learned about every 100% they achieved on those grade-school spelling tests. I learned my 8 year old had a mad crush on the singer of a famous boy-band…and one day they would meet and get married (As a side note, this never happened).

When our son was 15 years old, he anxiously blurted out “I learned today that my friend at school is going to get a brand new car paid for by his parents as soon as he turns 16 (As another side note, this did not persuade us to buy our son a brand new car)”. Sometimes, though, we shared valuable lessons which enhanced our understanding of each others’ passions. Other times the conversation would spark a debate on current societal issues which cemented a need for our community involvement.

During this past year, the ACHC Accreditation Department has answered three questions every Wednesday afternoon. One of the questions is, “What did you learn today?” Sometimes interesting trivia is learned that the employee researched like, a hippopotamus has pink milk. Sometimes we learn about a puppy that was just purchased and is causing sleepless nights for the employee. However, we have also learned about processes that need to be improved and creative solutions the staff members have designed.

Whether it is asked of your children, your friends or your colleagues, there is a value in knowing what someone has learned. It acknowledges that:

- Their learnings are important to you
- Knowledge and the act of learning is essential
- A camaraderie exists when you learn as a group
- Information shared can uncover an opportunity for improvement that you didn’t know existed
- Innovative thinking is inspired by actively promoting it

What did you learn today?

Just as important, do you know what those around you learned?

Along the Way is a column written by Barbara Sylvester, Vice President of Clinical Compliance & Accreditation, that appears in every issue of ACHC’s Surveyor newsletter. In this column, Barb will highlight various aspects of ACHC’s culture from an insider’s unique standpoint.
Community Retail Pharmacy Accreditation Standards

accredited by ACHC, we encourage you to compare our new CR standards to your current accreditation standards free of charge. You may access and download the new standards at no obligation by visiting www.achc.org and clicking on the, “ACHC Accreditation Standards” link. All of ACHC’s services under the DMEPOS program, including CR, are recognized and approved by all payor sources for DMEPOS accreditation. The CR standards can assist your organization in meeting all of the Quality Standards that CMS requires to be eligible to participate in the DMEPOS program. The CR standards outline the requirements of the Quality Standards in an easy-to-follow, step-by-step arrangement. These standards will help you better understand and be in compliance with all federal regulations. Accreditation to the CRRX standards will better prepare your pharmacy for potential inspections by federal and state regulatory authorities.

ACHC is pleased to answer your questions about the new Community Retail Pharmacy service. ACHC will also provide you with a crosswalk (at no cost) from CMS’ quality Standards to ACHC’s Retail Pharmacy standards. Call us for more information and to request your crosswalk at (855) 937-2242, Tim Safley and Jennifer Tedesco will be happy to provide you more details.

New Hospice Process and Pricing

of accreditation and provide a wealth of best practices in addition to advice on how to apply standards to your daily operations. For example, Hospice Nurses only survey hospice agencies, Pharmacists survey pharmacies and Home Health Nurses perform home health surveys.

ACHC also provides specialized standards for specific services provided by each individual agency at no cost. Our standards for accreditation help the agency focus on delivering quality care and optimum outcomes to the patients they serve.

Barb Sylvester, ACHC’s Vice President of Clinical Compliance & Accreditation said, “ACHC acknowledges the economic environment and is committed to providing an affordable, comprehensive accreditation. The new pricing that we are offering for start-up single location hospices affirms our desire to partner with agencies in their provision of quality care.” In addition to lowering the cost of accreditation, ACHC will be providing a Life Safety Code Inspector for hospices which own/operate hospice houses.
CONSTRUCTION UPDATE

ACHC’s Worldwide Headquarters

The construction of ACHC’s new Headquarters in Cary, NC is full speed ahead. We last updated you shortly after the ground breaking event that took place on October 27, 2011.

So far all the grading, retaining walls, drains, water lines and footings are complete. Steel will be delivered and erected in April. As long as mother nature complies, we should be moved in to the new state-of-the-art facility before the end of 2012.

The entire ACHC staff is excited about the new headquarters being constructed. We look forward to using the new facility to serve our customers even better. We hope you enjoy the artist renderings of the completed building and we hope that you will take the opportunity to visit us in the near future.
**ACHC ANNOUNCEMENTS**

**Meet Your SURVEYORS**

**Donna Naugher**

**RN, HCS-D, COS-C, HCS-O Home Health and Hospice Corporate Surveyor**

Donna has worked in the medical field for 21 years as an RN. She has a Degree in Nursing from Jefferson State Community College. Her nursing experience consists of Surgical ICU, Neuro ICU Psychiatry (adult, adolescent, geriatric and private practice, Emergency Room RN consultant), Cardiac ICU and PACU. She started working in the Home Health field 10 years ago as an Admission RN. Since transitioning into the Home Health field, Donna has been a QA Director overseeing 5 offices with one being primarily Psych patients. During this time she performed internal audits and mock state audits for each site.

She has worked with the state of Alabama Home Health Quality Initiative Campaign on the Prevention of Pressure Ulcers and was chosen as the OASIS specialist to represent Alabama at the Fazzi/Delta OASIS-C Best Practice Forum to assist in creating the OASIS-C Best Practice Manual used by all Home Health agencies. She is an OASIS and Coding specialist and was a speaker at the 2010 Home Health Coding Summit for Decision Health. She assisted in Beta testing the new Home Care Specialist – OASIS certification for the Board of Medical Specialty Coding. Donna has also worked as a consultant for Fazzi Associates and Decision Health. In the past few years she has worked with a large home health corporation as a Clinical Manager, Performance Improvement Clinical Specialist and was placed in the role of a Regional Preceptor in education to new clinicians starting in the Home Health field.

Donna resides in Springville, Alabama with her husband, son and their 2 dogs. Her husband, Len, is a Chief Master Sergeant for the 117th Air Refueling Wing. He has been in the Alabama Air National Guard going on 30 years. Donna jokes that she was a “war” bride. She and her husband were married in England in 1999 after he was activated for the Kosovo conflict. She is extremely proud to say that her step-son has also joined the Alabama Air National Guard.

In her spare time, Donna enjoys reading, painting, crafting, working in her yard and re-storing old, discarded items into something exciting and fun. She has added learning to weld to her “bucket list”.

**Terrie Spease**

**Home Health and Hospice Corporate Surveyor**

Terrie joins ACHC with 21 years of experience in Home Healthcare. Over the past 18 1/2 years Terrie has held several positions with one of the largest Home Health & Hospice agencies in NC. She has been the Director of Compliance, Director of Branch Operations and Director of Clinical Services. Terrie has also co-authored a disease management program for Congestive Heart Failure and Chronic Obstructive Pulmonary Disease which received national recognition and contributed to a Circle of Life Award for her organization.

Terrie has extensive experience in staff education and development, project management, evidence-based practice, performance improvement, OASIS documentation and is a self-proclaimed “compliance geek”. In addition to surveying for ACHC, Terrie is currently completing her Bachelors of Nursing degree through Western Carolina University and plans to pursue a Masters in Public Health.

Terrie holds a certification in Hospice & Palliative Nursing and is preparing to sit for the Certificate for OASIS Specialist - Clinical (COS-C) exam. Terrie is very sensitive to the survey process from the customer perspective because she has always worked for an agency that was accredited. She appreciates the collaborative, educational approach ACHC takes with their customers, and is proud to be part of helping agencies experience the ACHC difference.

Terrie has been married for 22 years and has one son. She is looking forward to his upcoming wedding this fall. Terrie is an avid animal lover with several “fur babies”. She volunteers for a local Animal Shelter and two national animal rescue organizations. On the weekends Terrie enjoys target practice and surprises most people when they find out that she is an expert marksman.
José Domingos

José Domingos is the Vice President of Marketing and Business Development for ACHC. José joined ACHC in November of 2011. In his role, José leads a diverse marketing team, is responsible for leading, coordinating and executing on all business development opportunities and is part of the leadership team for ACHC. His current focus is to refine corporate branding, improve ACHC product and service awareness and identify market segments of opportunity. José is tasked with ensuring that ACHC gains market share and positions itself as the premier accreditation organization.

Previously, José served as the Global Market Segment Director for Becton Dickinson Diagnostics where he led a Global Marketing team and worked with Key Opinion Leaders (KOLS) to advance the clinical treatment and access to Liquid Based Cytology (LBC). José aligned and coordinated BD’s comprehensive approach to eradicate cervical cancer worldwide through health economics and outcomes research, influencing public policy, and development and implementation of advocacy programs.

Len Holman

Len is a Registered Pharmacist and is a graduate of the Raabe College of Pharmacy at Ohio Northern University in Ada, Ohio. He has thirty-five years experience in healthcare, twenty-five within the home infusion arena.

He is currently the Vice President of Governmental & Regulatory Affairs for CarePoint Partners, headquartered in Cincinnati, OH and formerly served for twenty three years as the President & CEO of Option Care of Northeast Ohio, a Regional Home Infusion Therapy Provider serving three states.

Holman is a Past Chairman of the National Home Infusion Association (NHIA) and has been a member of the Association since its inception in 1991. In April 2011, Len received the NHIA Gene Graves Lifetime Achievement Award, the Association's highest honor, for his dedication and lifetime commitment in improving patient care and in service to the Association. On October 1, 2011, Mr. Holman was inducted into the East Palestine City School District Distinguished Hall of Fame. Len is also the 2006 Ohio recipient of the Wyeth Bowl of Hygela Community Service Award presented at the Ohio Pharmacy Association’s Annual Meeting.

Len will be serving on the Sales & Marketing Committee, the Ethics Committee, and the Standards & Accreditation Review Committee for ACHC.

Dr. Marilyn Wideman

Dr. Marilyn Wideman has 37 years of health care experience in areas that include psychiatric nursing, community and home health nursing, management of nurse lead clinics and progressive leadership roles in inpatient care, community and home health nursing, and academia. Dr. Wideman has extensive service experience on local, regional and national boards and committees. She is currently the Chair for the American Association of Colleges of Nursing Practice Leadership Network and serves on the Convenient Care Association’s board.

Dr. Wideman started her career in nursing with a diploma from St. Luke’s School of Nursing in St. Louis, Missouri and obtained her BSN in nursing and MSN in psychiatric mental health nursing from St. Louis University. She earned her doctorate in Nursing Practice Degree from Rush University College of Nursing in Chicago, Illinois. Dr. Wideman is also a certified nurse case manager through the American Nurses Credentialing Center.

Dr. Wideman is currently the Associate Dean for Faculty Practice and Community Engagement and an Associate Professor in the Department of Community Systems and Mental Health Nursing at Rush University College of Nursing. Her work in faculty practice focuses on academic, community, and service partnerships that blend practice, teaching, and research to develop innovative models of health care for at-risk populations.

Her novel, fiscally successful health care programs have enhanced access and outcomes for individuals, families, and communities and provide futuristic experience for interprofessional health care students.
AChC Spotlight

Spotlight on the PROVIDER

SleepMed is currently the largest provider of sleep and EEG diagnostic services in the United States. It is also a top ten provider of CPAP therapy devices for patients with obstructive sleep apnea. Founded through a corporate merger of Sleep Disorders Centers of America and DigiTrace Care Services in 1999, SleepMed provides comprehensive diagnostic and treatment services for the patients of thousands of primary care physicians and hundreds of sleep specialists that access our network on a regular basis.

SleepMed operates 4 distinct business units:

- SleepMed – Sleep Diagnostic Management Services
- SleepMed Therapy Services – DME services (CPAP specialty)
- DigiTrace – EEG Diagnostic Services
- SleepMed CRS – Research/Clinical Trials Support Services

Sleep medicine is one of the fastest growing medical specialties. Although obstructive sleep apnea (OSA) and the associated excessive daytime sleepiness is the most highly visible sleep-related problem, there are over eighty identified sleep disorders. Plus, it seems there are new studies each year linking the lack of quality sleep with additional co-morbidities such as hypertension, diabetes, stroke and atrial fibrillation. Diagnosing all sleep disorders can be complex and board certification in the specialty by the interpreting physicians is a strong requirement.

SleepMed is dedicated to working with the leading sleep physicians in each of the markets it serves to help bring the best in clinical care to every patient possible.

The sleep diagnostic and therapy business units are both related to sleep disorders and combined are the largest business components. SleepMed sleep patients are tested at sites based in hospitals, medical practices and at freestanding facilities in 30 states and at over 180 locations. However, proper diagnosis is only the first step in treating obstructive sleep apnea (OSA). Because compliance with prescribed CPAP therapy is so important to long-term patient treatment, in many markets SleepMed also operates DME locations that can provide CPAP systems and supplies to local patients along with excellent training and long-term follow up care. SleepMed is dedicated to working with the leading sleep physicians in each of the markets served because the company’s ultimate focus is on superior patient care and outstanding long-term clinical outcomes.

Currently, all SleepMed Therapy Services offices are accredited with ACHC. Recently, ACHC has begun providing sleep diagnostic accreditation. The standards are designed to promote high quality care and service for sleep patients. SleepMed has started accredited sleep diagnostic testing sites using the ACHC standards and the company is proud to display the ACHC accreditation certificates at those sites. Our account representatives are friendly and helpful. The ACHC teams provided standard interpretation and were very willing to work with us to help customize our accreditation. ACHC has provided guidelines that will ensure SleepMed stays at the absolute forefront of quality care.

With sleep as the central focus of so much current research and societal impact, SleepMed is well positioned to continue to grow both its service offering and market leadership.

Daniel Moore
Vice President, Sales and Marketing
SleepMed, Inc.
What People Are Saying about ACHC

10/12/11 - Optimum Healthcare, Inc.
I was very satisfied with the customer service from my Account Manager. I was also very honored to have a surveyor that was extremely knowledgeable and courteous. Thank you so much!!!!!!

11/10/11 - At Home, Inc.
The standards are always comprehensive, excellent! Our Account Manager is always helpful with questions and easy to contact and quick with responses. A million times over we will be recommending ACHC. ACHC is far superior to the other two Accreditation agencies.

11/17/11 - OptionOne, LLC
We are proud to be accredited by ACHC and feel it makes us a better business.
We feel fortunate to have had one of the highest credentialed Pharmacists in the US. She was very thorough and a pleasure to work with. If we could rate her on her performance from our perspective we would rate her a “10”!

2/7/12 - DQHHA Equipment & Supplies, Inc.
Very satisfied with the time frame ACHC made this happen within. ACHC staff answered questions and returned phone calls promptly. Surveyor made excellent suggestions to help us improve our services and meet all standards. We are very pleased.

If you would like to advertise your services within the Surveyor Newsletter, please contact Deric Rutledge. We have a distribution of over 24,000 providers and counting!
Volunteer Activities in the ACHC COMMUNITY

ACHC in the Community is the philanthropic efforts of ACHC staff members.

With the focus of giving back to the local community, ACHC partners with varied groups to support activities that benefit local area foundations and organizations throughout the year. ACHC sees this as an important source of community support for individuals and organizations striving to succeed in a competitive environment that can be especially challenging.

The volunteer committee and ACHC’s employees worked hard and played hard this past winter at the AT&T Raleigh Winterfest. Employees volunteered during “Sledding Sunday” to help with waivers, sledding safety and crowd control.

ACHC Employees also donated several space heaters to the Warmth for Wake project; which were given to households lacking another heat source. Warmth for Wake accepts year-round donations of heaters during regular business hours at their Swinburne office in Raleigh, NC.

During the 2nd quarter of 2012, ACHC in the Community has plans to work with Community Outdoor Ministries. ACHC staff members will be volunteering to clean up the homeless camps and will also be collecting monetary donations as wells as items such as tarps, rope, mosquito repellent, first aid kits, sleeping bags, clothing, non perishable foods, etc for the homeless community. Community Outdoor Ministries of NC is a Christian homeless ministry in Raleigh, North Carolina that provides lifesaving assistance for those in need.

Do you have a cause that you would like ACHC’s volunteer team to tackle?

We’re always looking for suggestions!

E-mail Tracy Maniaci at tmaniaci@achc.org

José Domingos

José also served as Director of Marketing of the Surgical Division for Teleflex Medical. In this role he led the development, branding, promotion, product and marketing management strategy for minimally invasive and open surgery products. José worked closely with gynecological oncologists and surgical robotics manufacturers in the use of Taut Ports and Weck polymer clips in the advancement of minimally invasive surgical techniques. He has over 16 years of international medical marketing and product management experience as well as sales and sales management. José holds an Associate of Engineering and a Bachelor of Science in Mechanical Engineering Technology degree from Pennsylvania State University.
Performance Improvement Made Simple?
Statistical data would tell us that QI/PI is anything but simple. In fact QI/PI continues to be the most commonly missed standards. By following the steps detailed below, you can minimize your PI confusion and maximize the organizational benefits from your efforts.

General PI/QI Principles
- KIS (Keep it simple and specifically focused to your organization)
- Know what you want to get out of it (CMS compliance only or more?)
- Pick a place to store data (makes it easier to review)
- Pick a time each month to review (Set a date on your calendar)
- Develop a plan to address any identified negative trends (Trends are what we are looking for)
- Document activities

Purpose of PI/QI
- Because CMS tells you to! (Since you have no choice let’s add some value!)
- QI/PI will enable the organization to assess processes of care, services and operations
- Organizational-wide performance improvement efforts address priorities for improved quality of care/service, client/patient/staff safety, operational efficiencies, and regulatory compliance

Required Study Indicators (You need to select one ongoing PI/QI study indicator for each of these listed categories; total of 7)
- Adverse events
- Client/patient complaints
- Client/patient records
- Satisfaction surveys
- Billing and coding errors
- At least one important aspect related to service/care provided
- On going monitoring of processes that involve risks including infections and communicable diseases, if applicable

Each performance improvement activity/study listed above needs to include the following items
- A description of indicator(s) to be monitored/activities to be conducted
- Frequency of activities
- Designation of who is responsible for conducting the activities
- Methods of data collection
- Acceptable limits for findings
- Who will receive the reports
- Plans to re-evaluate if findings fail to meet acceptable limits
- Any other activities required under state or federal laws or regulations

Let’s look at an example of a PI/QI study indicator; Study Indicator; Client/Patient Records
- A description of indicator(s) to be monitored/activities to be conducted (Audit of Client records looking for completeness and accuracy of documentation)
- Frequency of activities (Monthly audit)
- Designation of who is responsible for conducting the activities (Manager and biller)
- Methods of data collection (Random selection of high risk and high volume items. Minimum of 10 charts per product category)
- Acceptable limits for findings (90%)
- Who will receive the reports (Owner)
- Plans to re-evaluate if findings fail to meet acceptable limits (Plan of correction to be completed and implemented immediately. Effectiveness of POC will be monitored for 3 months)
- Any other activities required under state or federal laws or regulations (None required)
ASK YOUR CLINICAL EDUCATOR - QUESTIONS & ANSWERS contd. from pg. 11

Make a Form to use each month and compile your activities

- A description of indicator(s) to be monitored/activities to be conducted;
- Frequency of activities
- Designation of who is responsible for conducting the activities
- Methods of data collection
- Acceptable limits for findings
- Who will receive the reports
- Plans to re-evaluate if findings fail to meet acceptable limits
- Any other activities required under state or federal laws or regulations
- Plan of correction

Keep It in a Three Ring Binder

- Tab each section for each study indicator (1-7)
- Use the binder to collect data throughout the month
- Use your form to summarize your findings
- Keep Plans of correction in the same section
- Annually summarize all findings for the year
- Now, when your surveyor shows up for your survey and asks for your three years of PI/QI data, (yes we will), you have it all organized and in one place. Very impressive to your surveyor!!!
- Remember KIS (Keep it simple and focused on what is important to your organization)

Industry NEWS

GENERAL

The US Supreme Court is hearing appeals of the health care reform legislation championed by President Barak Obama. The court will hear six hours of oral arguments over three days about the constitutionality of the law called The Affordable Care Act (ACA). The high court is expected to deliver an opinion by late June or early July 2012.

DMEPOS

On March 14, 2012 CMS finalized the Solicitation Rule, "Revisions to Certain Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS) Suppliers Safeguards (CMS-6036-P2)." One important change for providers is they are allowed to call beneficiaries based on a physician’s referral as long as the beneficiary has prior knowledge of the call. DMEPOS providers can read the rule in its entirety by following this URL: https://www.federalregister.gov/articles/2012/03/14/2012-5913/medicare-program-revisions-to-the-durable-medical-equipment-prosthetics-orthotics-and-supplies#h-13

SLEEP

Sleep testing providers and facilities can obtain Patient Education Handouts free of charge from Advance for Respiratory Care & Sleep Medicine on their website. Visit http://respiratory-care-sleep-medicine.advanceweb.com/Article/Patient-Education-Handouts-6.aspx to obtain your handouts.

HOME HEALTH

CMS has extended the enforcement discretion period for updated HIPAA. According to the Office of E-Health Standards and Services (OESS) providers now have until June 30, 2012 to comply with the updated transactions standards under the Health Insurance Portability and Accountability Act of 1996. The Medicare Fee-for-Service (FFS) program is reporting successful receipt and processing of over 70% of all Part A claims in the Version 5010 format.

HOSPICE

Revisions to the Hospice Medicare Summary Notice (MSN)

On January 26, 2012 CMS released Change Request (CR) #7675. This Change Request (CR) #7675 informs Medicare contractors to revise the Medicare Summary Notice (MSN) for hospice services to accurately reflect the description of services reported and correct the total charges reported for the claim. (CR) #7675 will be effective July 1, 2012. CMS has written MLN Matters Number: MM7675 to summarize, explain the background details and spell out the actions that are required. The MM7675 article can be accessed at http://www.cms.gov/mlnmattersarticles/downloads/MM7675.pdf.
What’s so special about June 1st?

Agencies that are accredited with ACHC have to be in compliance with the updated ACHC Standards for Accreditation by June 1st. ACHC is committed to an annual review of the Standards for Accreditation in order to stay current with industry standards and best practice. Updates will be made only when necessary. When it is necessary to update standards ACHC will notify customers on February 1st that updated standards are available for download. This gives customers the confidence to know that if revisions are made they will occur during the same time of year. On rare occasions, when an unexpected regulatory change takes place, ACHC will notify customers of the revision by email immediately, otherwise all updates or revisions will take place during the same time of year.

By designating one time of year for standards updates, ACHC allows you, the customer, to download the standards and to make the necessary revisions and changes you need to make to your policies and procedures in order to be in compliance by June 1st.

What are the changes for 2012?

- The main intent of most standards has not changed
- Hospice standards have been re-numbered and have had the most changes
- Most changes are wording, clarification and the consolidation of standards
- Changes to the boldly printed standards are designated by italics and underlining
- Changes to the interpretation are designated by italics, bolding and underlining
- Multi-year crosswalk is provided in the manual
- There are also Power Point presentations on Customer Central to view presentations for DME, Home Health, Hospice and Private Duty that highlight the changes to the ACHC Standards.

Waiting for your survey and curious about what standards you will be surveyed against?

- PER submitted before 2/1/12 and company is surveyed before 6/1/12
  - 2011 standards submitted
  - Surveyed under 2011 standards with compliance of 2012 standards by 6/1/12
- PER submitted before 2/1/12 and company is surveyed after 6/1/12
  - 2011 standards submitted
  - Surveyed under 2012 standards
- PER submitted after 2/1/12 and surveyed before 6/1/12
  - 2011 or 2012 standards may be submitted
  - Surveyed under 2011 standards
- PER submitted after 2/1/12 and surveyed after 6/1/12
  - 2011 or 2012 standards may be submitted
  - Surveyed under 2012 standards

Preparation for June 1st.

- Download the updated Standards
- Review the Power Point presentation applicable to your organization
- Compare current policies and procedures against the updates
- Revise policies and procedures as appropriate to be effective June 1, 2012
- Educate staff regarding revised policies and procedures
- Complete chart audits, after June 1st, to ensure revisions to practice are occurring in order to maintain compliance with ACHC Standards for Accreditation.

Questions? Please contact your Account Manager with any questions regarding the updates made to the ACHC Standards for Accreditation.
We would like to recognize CSPN & FAMES, our two newest group discount members. Community Specialty Pharmacy Network (CSPN) is the nation’s largest community specialty pharmacy network and has named ACHC its preferred vendor for Specialty Pharmacy Accreditation. The Florida Association of Medical Equipment Services (FAMES) is one of the nation’s oldest state organizations and is dedicated to those providing in home medical services. For information about ACHC’s group discount program, please contact us today.

ACHC NEW MEMBERS

Group Members DISCOUNT

AmerisourceBergen Drug Co.
CSPN
D.A.B.G
DME Train(Aspirant Education)
Electronic Billing Services
Essentially Women
FAMES
Grove Medical, Inc.
HD Smith Wholesale Drug Co.
HME Providers
Kinray
National Private Duty Association

Medline Industries
MHA, Inc.
NCAMES
ProClaim
SCMESA
VGM

NOTICE
ACHC now has improved group & member benefits for all new and renewal group member agreements. Contact ACHC for further details.
Consultant for Retrospect Consulting Group said, “As a consultant specializing in accreditation preparation around quality management and corporate compliance, I am impressed by the scope and comprehensiveness of ACHC’s behavioral healthcare standards. In particular I am impressed by the stress that ACHC places on governance and compliance. Agencies that choose to be accredited by ACHC will benefit from the relationship.”

Another well known national speaker David Swan who has reviewed ACHC’s standards said, “ACHC’s Behavioral Health Accreditation is a set of comprehensive standards that will result in the improvement of the quality of health care delivered. ACHC’s vision to inspire excellence and mission to improve patient services are validated through their ongoing commitment to quality through these standards. Accreditation through ACHC is a demonstration of value, quality and accountability to the delivery of high quality, well-managed services to the patients served. David Swan, MA, LCAS, CCS, LPC, NCC is the Chief Executive Officer for Crossroads Behavioral Healthcare in North Carolina.

ACHC will be hosting a special presentation at the National Council’s annual conference on Sunday, April 15 at 10:45 am. The presentation is an excellent opportunity to learn about ACHC and their history as a community based health care accreditation organization. People in attendance will also learn about the value of accreditation and the trends towards accreditation happening within the Behavioral Health community. Britt Welch said, “The most valuable part of the presentation will be learning about the incentives in place for those organizations that want to get ahead of the curve and achieve a full accreditation as a Beta Test participant at no cost to them.”

Please join us in creating the best Behavioral Health Accreditation Program. If you would like more information or want to participate in beta testing please give us a call at (855) 937-2242, send an e-mail to bwelch@achc.org, or visit our website at www.achc.org. We would also be delighted to talk with you in booth 709 at the National Council’s Annual Conference. You can also RSVP to come to our hospitality suite by going to http://go.achc.org/NCCBH.html.

We look forward to working with you in the near future.

Behavioral Health Accreditation Program Services

There are 19 services under the Behavioral Health Accreditation Program. Organizations choose only the services that they provide from the following list:

- Assertive Community Treatment Team (ACTT)
- Assessment and Referral Services (ARS)
- Case Management (CMGT)
- Community Support (CS)
- Crisis Response Services (CRS)
- Day Treatment (DTX)
- Foster Care Services (FCS)
- Integrated Care Service (ICS)
- Intensive In-Home (IIH)
- Intensive Outpatient Treatment Services (IOTX)
- Outpatient Treatment (OTX)
- Partial Hospitalization Services (PHS)
- Personal Support Services (PSS)
- Prevention Services (PVS)
- Psychosocial Rehabilitation (PSR)
- Residential Treatment (RTX)
- Respite Care Service (RCS)
- Supervised Group Living (SGL)
- Supported Employment Services (SES)
ACHC NEWS

ACHC’s HME, Home Health and Hospice Educators
Sign up to receive one or more of our popular quarterly E-Newsletters

Did you miss attending conference education sessions because there were too many and not enough time to attend all the sessions you would have liked? We have the solution! ACHC has created two quarterly e-Newsletters, the “HME Educator” and the “Home Health & Hospice Educator”, that provide you with current articles by industry speakers and experts as well as access to their archives on topics that can benefit your business. This service provides the industry with a list of educational tracks on various topics that you can easily access. Sign up for one of these publications at http://go.achc.org/E-News.Sign.Up.html

ACHC’s E-News Sign-up
Would you like to receive the Surveyor Newsletter, the Home Health & Hospice Educator, the HME Educator, press releases, workshop information, or other important news from ACHC? Sign up at achc.org - simply click “E-News Sign-up”. From there you can customize the type of information you are interested in receiving. It’s quick, easy and your information stays private. Sign up TODAY!

Feedback & Suggestions?
For 26 years ACHC has been listening to providers. We have removed the fear of accreditation with surveys that are friendly and educational; created standards that are relevant and reasonable; and provided customers with personal account managers.

However, we continually seek ways to improve our performance. So, we are asking you, the provider, to tell us how we can add more value and satisfaction to your accreditation experience?

To share your ideas, please visit our web site: www.achc.org and click the Feedback/Suggestions button at the top of the page and let us know how we can improve.
### ACHC PROVIDERS

**ACHC Congratulates Its Newest Accredited Locations**

This list consists of organizations or branches that were accredited between June 1, 2011 and December 31, 2011.

#### ALABAMA

- Atmore Community Home Care, LLC | 1 branch | HHA, PT, SN
- Diversified Medical Specialties, Inc. | 1 branch | HME, MSP
- Genicare Supply Inc. | 1 branch | MSP
- Northgate Services of Missouri, LLC | 1 branch | HME, MSP
- Southern Medical, Inc. | 1 branch | IRN, RX
- Vons Med Supply | 1 branch | HME, MSP
- Quality Plus Medical Services, Inc. | 2 branches | HME, MSP
- Northport Health Services of Florida, LLC | 6 branches | HME
- Medfusion Rx Alabama | 12 branches | IRN, IRX, MSP, RX, SRX

#### ARIZONA

- A Servant’s Heart Hospice | 1 branch | HRC
- Advanced Health Care Home Health of Arizona LLC | 1 branch | HH, HHA, MSS, OT, PT, SN, ST
- Apiosemis Homecare, LLC | 1 branch | HHA, MSS, OT, PT, SN, ST
- Assurance Home Care, Inc. | 1 branch | HH
- Dependable Medical Equipment | 1 branch | HME, MSP, RTS
- Optimum Healthcare, Inc. | 1 branch | HHA, MSS, OT, PT, SN, ST
- Prescott I.V. Care, Inc. | 3 branches | AIC, IRN, IRX, RX
- PRN Medical Services, LLC | 3 branches | CRCS, HME, RTS
- SWAT-MED, Inc. | 3 branches | HME
- Heartland Health Therapy Inc. | 9 branches | SLC

#### ARKANSAS

A. American Medical Rentals, Inc. | 1 branch | HME, MSP
- Assist Medical Equipment and Supply, LLC | 1 branch | HME
- Convacure Health Systems, LLC | 1 branch | Fitter, MSP
- Philcare Medical Supplies, Inc. | 1 branch | Fitter, HME, MSP
- Premiere Medical Supply, Inc. | 1 branch | HME
- Tri-County Medical Supply & Respiratory Services, Inc. | 1 branch | HME, MSP
- Healthcare Medical & Respiratory, Inc. | 3 branches | Fitter, HME
- Arkansas Home Medical | 4 branches | CRCS, HME

#### CALIFORNIA

- Brooks Home IV, Inc. | 1 branch | AIC, HME, IRN, RX
- Community Infusion Services | 1 branch | HME, IRN, RX, SRX
- Divine Care Home Health Services, Inc. | 1 branch | HH, HHA, MSS, OT, PT, SN, ST
- Enteral Products, LLC | 1 branch | HME, MSP
- Guptarpit Singh Basiar | 1 branch | Fitter, HME, MSP
- Home Care by the Sea | 1 branch | PT, SN
- Kids Komer Medical Supply | 1 branch | MSP
- Medical Supply Center | 1 branch | Fitter, HME
- Ophie Home Health Services, Inc. | 1 branch | HHA, MSS, OT, PT, SN, ST
- Pacific Mobility Center, Inc. | 1 branch | HME
- Premier Healthcare Services | 1 branch | HHA, SN
- Premier Healthcare Services, LLC | 1 branch | HHA, SN
- Rogers Drug Store | 1 branch | Fitter, HME
- Nutrishare, Inc. California | 2 branches | RX
- Sincere Care Management, Inc. | 3 branches | HME
- Amantia, Inc. California | 13 branches | HME, IRN, RX

#### COLORADO

- AHC Home Health of Colorado, LLC | 1 branch | HH, MSS, OT, PT, SN, ST
- Atlas Home Health, Inc. | 1 branch | HH, MSS, OT, PT, SN, ST
- Continuous Positive Airway Services | 1 branch | HME
- Integrity Home Health, Inc. | 1 branch | HH, MSS, OT, PT, SN, ST
- Preferred Home Care Providers | 1 branch | HH, MSS, OT, PT, SN, ST
- RCC Medical Supply, Inc. | 1 branch | Fitter, HME, MSP
- Team Select Home Care of Colorado, LLC | 1 branch | HH, MSS, OT, PT, SN, ST
- Bethesda Home Respiratory Services, Inc. Colorado | 2 branches | CRCS, HME

#### FLORIDA

- ACA Home Health, LLC | 1 branch | HH
- All Health Care Services, Inc. | 1 branch | HH
- American Discount Diaper Outlet, Inc. | 1 branch | HME
- American Care Home Therapy, Inc. | 1 branch | HH, PDN
- Baitan Enterprises, Co. | 1 branch | HH, HHA, MSS, OT, PT, SN, ST
- Balance Home Health Inc. | 1 branch | HH
- Bay Street Pharmacy, Inc. | 1 branch | Fitter, HME, MSP
- Brandywine Convalescent Center, Inc. | 1 branch | MSP
- Comfort Concepts, Inc. | 1 branch | MSP
- Comprehensive Wellness, Inc. | 1 branch | HH, HHA, MSS, OT, PT, SN, ST
- Continental Home Health Care, Inc. | 1 branch | HH, HHA, MSS, OT, PT, SN, ST
- Darpino Developer’s, Inc. | 1 branch | HME
- Dependable Nightingales Agency, Inc. | 1 branch | HH, MSS, OT, PDA, PDN, PT, SN, ST
- Diabetic Supply & Support, Inc. | 1 branch | MSF
- DIPIERRO ENTERPRISES LLC | 1 branch | PDN
- Excellent Care Home Health Services, Inc. | 1 branch | HH, HHA, MSS, OT, PT, SN, ST
- Fines Enterprises, Inc. | 1 branch | HH
- First Quality Home Health Services, Inc. | 1 branch | HH
- Firstlantic Healthcare Inc of West Florida | 1 branch | HH
- Genesis Healthcare, LLC | 1 branch | HH, HHA, MSS, OT, PT, SN, ST
- Good Life Home Health Care Corp. | 1 branch | HH, HHA, PT, SN
- Holistic Nursing Care Agency | 1 branch | HH
- Holly Point Properties, Inc. | 1 branch | MSP
- Home Care Plus, Inc. | 1 branch | HH, HHA, MSS, OT, PT, SN, ST
- Home Health Connection of New Port, LLC | 1 branch | HH, HHA, MSS, OT, PT, SN, ST
- Housecall Home Health, LLC | 1 branch | HH, HHA, MSS, OT, PT, SN, ST
- I & S Home Health Care Services, Inc. | 1 branch | HH, HHA, MSS, OT, PT, SN, ST
- Inar Home Healthcare Services, Corp. | 1 branch | HH
- Lake City Management, LLC | 1 branch | MSP
- LifeCare Solutions of Palm Beach, Inc. | 1 branch | HH, HHA, MSS, OT, PT, SN, ST
- Little Havana Activities & Nutritional Center of Dade County, Inc. | 1 branch | HH, HHA, HME, MSS, OT, PT, SN, ST
- Mayhugh Drugs, Inc. | 1 branch | HME, MSP
- Med-Eqip Solutions, Inc. | 1 branch | HME
- Medex 7, Inc. | 1 branch | HME
- Miami Preferred Home Care Inc | 1 branch | HH, HHA, MSS, OT, PDA, PDN, PT, SN, ST
- My Care of North Florida | 1 branch | PDN
- Nations Home Health Agency, Inc. | 1 branch | HH
- Nationwide Home Medical Retail, Inc. | 1 branch | HME, MSP
- North Cape Home Health, Inc. | 1 branch | HH, HHA, MESS, OT, PT, SN, ST
- Nursing Alliance Home Care Inc. | 1 branch | HH
- One Source Medical Supply LLC | 1 branch | MSP
- Preferred Physician Solutions, LLC | 1 branch | HME
- Providence Medical Corporation | 1 branch | HME
- Qualified Professional Home Health Services, Inc. | 1 branch | HH, HHA, MESS, OT, PT, SN, ST
- Quality Care Home Health, LLC | 1 branch | HH, HHA, MESS, OT, PT, SN, ST
- Rainbow Home Health Services, LLC | 1 branch | HH
- South Best Home Care Inc. | 1 branch | HH
- Suncoast Center Enterprises, Inc. | 1 branch | MSP
- Sunnyside Respiratory Care, Inc. | 1 branch | MSP
- SV-Jupiter Properties, Inc. Florida | 1 branch | HME
- Tamianni Home Health Agency Inc. | 1 branch | HH
- The HomeCare Team LLC | 1 branch | PDA
- The Nurses Guild of the Palm Beaches, Inc. | 1 branch | HH
- The Roads Home Health Care, Inc. | 1 branch | HH, HHA, MSS, OT, PT, SN, ST
- United Care Home Health Services, LLC | 1 branch | HH
- United Medical Consultants, Inc. | 1 branch | CRCS
- US HealtheLink LLC | 1 branch | HME, MSP
- Ventas Home Care, Inc. | 1 branch | HH
- Westland Home Care Services, Inc. | 1 branch | HH, HHA, OT, PT, SN
- Premier Home Healthcare, Inc. Florida | 2 branches | HME, RTS
- Quality Care Home Health, LLC Florida | 2 branches | HH, HHA, MESS, OT, PT, SN, ST
- Life Care Home Health Services LLC Florida | 5 branches | HH, HHA, MSS, OT, PT, SN, ST

#### GEORGIA

- Bennett Mobility Products LLC | 1 branch | HME
- Golden Isles Home Care, Inc. | 1 branch | HME, MSP
- Kingdomcare, LLC | 1 branch | Fitter, MSP
- Northwest Georgia Home Health & Oxygen | 1 branch | HME
- Pharmacy Services, Inc. | 1 branch | HME
- Quality Home Care Services, LLC | 1 branch | HME, MSP
- Southern Urological and Medical Supply, LLC | 1 branch | HME
- USA Medical Supply Inc. | 1 branch | HME, MSP
- Quality Resp-Can | 3 branches | CRCS, HME, MSP
- UnoMed, Inc. | 6 branches | MSP

#### IDAHO

- Hands of Hope Home Health, Inc. | 1 branch | HH, HHA, MSS, OT, PT, SN, ST
- Valley Medical Shoppe, Inc. | 3 branches | Fitter, HME, RTS

#### ILLINOIS

1st Choice DME Supplies, Inc. | 1 branch | HME
- ABC Medical Services | 1 branch | Fitter, HME, MSP
<table>
<thead>
<tr>
<th>State</th>
<th>Company Name</th>
<th>Location</th>
<th>Branches</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kentucky</td>
<td>Deaconess Hospital, Inc.</td>
<td>IN</td>
<td>3</td>
<td>CRCS, Fitter, HME, RTS</td>
</tr>
<tr>
<td></td>
<td>American Medical Oxygen Sales Corp.</td>
<td>IN</td>
<td>3</td>
<td>HME, RTS</td>
</tr>
<tr>
<td></td>
<td>Rx Nutritional Solutions, LLC</td>
<td>IL</td>
<td>1</td>
<td>IRX</td>
</tr>
<tr>
<td></td>
<td>Parkmor Drug, Inc.</td>
<td>IN</td>
<td>1</td>
<td>Fitter, HME, HME, RTS</td>
</tr>
<tr>
<td></td>
<td>Access Respiratory Homecare, LLC</td>
<td>KY</td>
<td>1</td>
<td>CRCS, HME</td>
</tr>
<tr>
<td></td>
<td>City Apothecary, Inc.</td>
<td>KY</td>
<td>1</td>
<td>Fitter, HME</td>
</tr>
<tr>
<td></td>
<td>Joy Medical Supplies Corp.</td>
<td>KY</td>
<td>1</td>
<td>Fitter, HME</td>
</tr>
<tr>
<td></td>
<td>Louisiana Sleep-Foundation, LLC</td>
<td>KY</td>
<td>1</td>
<td>Fitter, HME</td>
</tr>
<tr>
<td></td>
<td>Scott Delhom</td>
<td>KY</td>
<td>1</td>
<td>HME</td>
</tr>
<tr>
<td></td>
<td>MARYLAND</td>
<td>KY</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>A-1 Medical Supply &amp; Billing, Svc.</td>
<td>KY</td>
<td>1</td>
<td>HME</td>
</tr>
<tr>
<td></td>
<td>Beltsville Pharmacy, Inc.</td>
<td>KY</td>
<td>1</td>
<td>Fitter, MSP</td>
</tr>
<tr>
<td></td>
<td>City Pharmacy of Elkton, Inc.</td>
<td>KY</td>
<td>1</td>
<td>Fitter, HME</td>
</tr>
<tr>
<td></td>
<td>First Durable Medical Supply Inc.</td>
<td>KY</td>
<td>1</td>
<td>Fitter, HME</td>
</tr>
<tr>
<td></td>
<td>MISS Inc.</td>
<td>KY</td>
<td>1</td>
<td>Fitter, HME</td>
</tr>
<tr>
<td></td>
<td>Perpetual Health &amp; Medical Equipment, Inc.</td>
<td>KY</td>
<td>1</td>
<td>Fitter, HME</td>
</tr>
<tr>
<td></td>
<td>Washburn Supplies, LLC</td>
<td>KY</td>
<td>1</td>
<td>HME</td>
</tr>
<tr>
<td></td>
<td>AHC Home Health of New Mexico, LLC</td>
<td>KY</td>
<td>1</td>
<td>HME</td>
</tr>
<tr>
<td></td>
<td>True Care Home Health Equipment Sales and Service LLC</td>
<td>KY</td>
<td>2</td>
<td>CRCS, HME</td>
</tr>
</tbody>
</table>

---

**NEW YORK**

<table>
<thead>
<tr>
<th>State</th>
<th>Company Name</th>
<th>Location</th>
<th>Branches</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>A &amp; B Health Care Services, Inc.</td>
<td>NY</td>
<td>1</td>
<td>PDA</td>
</tr>
<tr>
<td></td>
<td>Ami Pharmacy Inc.</td>
<td>NY</td>
<td>1</td>
<td>HME</td>
</tr>
<tr>
<td></td>
<td>Briarcliff Medical Supplies</td>
<td>NY</td>
<td>1</td>
<td>HME</td>
</tr>
<tr>
<td></td>
<td>Central Homecare Supplies NY, LLC</td>
<td>NY</td>
<td>1</td>
<td>Fitter, HME, MSP</td>
</tr>
<tr>
<td></td>
<td>Cohen's Medical Supplies Corp.</td>
<td>NY</td>
<td>1</td>
<td>HME</td>
</tr>
<tr>
<td></td>
<td>Crown Geriatrics Supply Corp.</td>
<td>NY</td>
<td>1</td>
<td>HME</td>
</tr>
<tr>
<td></td>
<td>Eco Spine Corporation</td>
<td>NY</td>
<td>1</td>
<td>Fitter, HME, MSP</td>
</tr>
<tr>
<td></td>
<td>Edge Medical Supplies Corp.</td>
<td>NY</td>
<td>1</td>
<td>HME</td>
</tr>
<tr>
<td></td>
<td>Hermit Medical Supplies Corp.</td>
<td>NY</td>
<td>1</td>
<td>HME</td>
</tr>
<tr>
<td></td>
<td>I &amp; T Supplies, Inc.</td>
<td>NY</td>
<td>1</td>
<td>Fitter, HME, MSP, RTS</td>
</tr>
<tr>
<td></td>
<td>Life Care Home Health, Inc.</td>
<td>NY</td>
<td>1</td>
<td>HME, MSP</td>
</tr>
<tr>
<td></td>
<td>HighTech Healthcare Management, Ltd.</td>
<td>NY</td>
<td>1</td>
<td>HME, MSP</td>
</tr>
<tr>
<td></td>
<td>Promedex, Inc.</td>
<td>NY</td>
<td>1</td>
<td>Fitter, HME, MSP</td>
</tr>
<tr>
<td></td>
<td>Rainbow Supply</td>
<td>NY</td>
<td>1</td>
<td>Fitter, HME, RTS</td>
</tr>
<tr>
<td></td>
<td>Silver Pharmacy</td>
<td>NY</td>
<td>1</td>
<td>Fitter, HME</td>
</tr>
<tr>
<td></td>
<td>Sion Medical Instrument</td>
<td>NY</td>
<td>1</td>
<td>Fitter, HME</td>
</tr>
<tr>
<td></td>
<td>Williamsburg Pharmacy &amp; Surgical Supply, Inc.</td>
<td>NY</td>
<td>1</td>
<td>HME</td>
</tr>
<tr>
<td></td>
<td>Y &amp; T Supplies, Inc.</td>
<td>NY</td>
<td>1</td>
<td>Fitter, HME, MSP</td>
</tr>
<tr>
<td></td>
<td>Medicare Supplies Plus</td>
<td>NY</td>
<td>3</td>
<td>HME, MSP</td>
</tr>
<tr>
<td></td>
<td>Innovative Services, Inc.</td>
<td>NY</td>
<td>4</td>
<td>CRCS, HME, IRX, RX</td>
</tr>
<tr>
<td></td>
<td>Caldwell County Home Health Agency</td>
<td>NC</td>
<td>1</td>
<td>HME</td>
</tr>
<tr>
<td></td>
<td>Carolina Rehab Products, Inc.</td>
<td>NC</td>
<td>1</td>
<td>Fitter, HME</td>
</tr>
<tr>
<td></td>
<td>Community Pharmacy of Bethelheim, Inc.</td>
<td>NC</td>
<td>1</td>
<td>HME</td>
</tr>
<tr>
<td></td>
<td>Dennis Shepard Enterprise</td>
<td>NC</td>
<td>1</td>
<td>Fitter, HME</td>
</tr>
<tr>
<td></td>
<td>Four Leaf Clover, Inc.</td>
<td>NC</td>
<td>1</td>
<td>Fitter, HME</td>
</tr>
<tr>
<td></td>
<td>Granville-Vance District Health Department</td>
<td>NC</td>
<td>1</td>
<td>HME, HME, IRX, RX, RX</td>
</tr>
<tr>
<td></td>
<td>Guardian Health Services, LLC</td>
<td>NC</td>
<td>1</td>
<td>HME, HME, IRX, RX, RX</td>
</tr>
<tr>
<td></td>
<td>In The House Medical Supply, Inc.</td>
<td>NC</td>
<td>1</td>
<td>Fitter, HME, RTS</td>
</tr>
<tr>
<td></td>
<td>Kare Home Health Supplies, LLC</td>
<td>NC</td>
<td>1</td>
<td>Fitter, HME, RTP</td>
</tr>
<tr>
<td></td>
<td>Mobility Concepts, Inc.</td>
<td>NC</td>
<td>1</td>
<td>HME, RTS</td>
</tr>
</tbody>
</table>