Welcome to Fairview Home Infusion

A patient’s guide to home infusion care
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Get well in the comfort of your own home

Welcome to Fairview Home Infusion. Many patients get better faster and feel more comfortable when they can recover in their own home.

We will help you get the treatment you need safely and easily in your home so you can get back to living your life. We will:

- Work closely with all members of your care team
- Help you with insurance companies
- Teach you and your caregivers
- Help you feel more comfortable with home treatment
- Give you excellent care, no matter how tough the problem

About Fairview Home Infusion

Fairview Home Infusion has been helping patients feel better at home for more than 30 years. We work closely with you to ensure the transition to home treatment is seamless. We take the time to make sure you are comfortable with your treatment, know the possible problems, and are on the path to getting better.

We make sure you receive excellent, personal care and get the best health results. Reducing any limits to your care is an important part of our mission. Whether it’s helping with your insurance company or providing encouragement, we’re here to help

Hours

Our office is open from 8 a.m.-5 p.m. Monday through Friday. Nurses and pharmacists are available for urgent clinical support 24-hours-a-day, 7 days a week by calling 612-672-2233 or 800-642-8845 (toll-free).

Scheduling of Visits in the Home

Your visit time should be confirmed the day before, by an RN or staffing coordinator. For subsequent visits, you can share your preference of visit times with your nurse. Please be aware, not all scheduled home visits are visible in MyChart.

Your care team

A care team includes all the people that work together to help you reach your health goals. This includes:

- Registered nurses
- Pharmacists
- Registered dietitians
- Care coordinators
- Insurance experts

All members of your care team will work with you and your health care providers to make a home infusion care plan that works for you and gives you the best health results. After treatment begins, a nurse will visit with you often to check your health and answer any questions.
Services offered
Fairview Home Infusion offers the following services:

- **Comprehensive licensed home care services**
- **Care coordination with other licensed home care providers**
- **On-site designated home infusion suites**
- **Complex or specialty health care services**
- **Nurse (RN) services that may include:**
  - Teaching you and your family about your health needs and self-care
  - Tests and treatments like medicines through an IV (tiny tube), end-of-life care, wound care, lab draws, pediatric nursing, and prenatal (before birth) nursing services
- **Pharmacy services**
  Pharmacists provide medicines, nutritional formulas, medical supplies and equipment, home delivery, pharmacy expertise and advice, and inventory management. They also review test results and make recommendations if needed.
- **Nutrition services**
  Registered dietitians are available for patients receiving nutrition through an IV or feeding tube.

We do NOT offer the following services:

- Advanced practice nurse services
- Respiratory therapy services
- Occupational therapy (OT) services
- Medical social worker (MSW) services
- Dietitian services in the home
- Delegated tasks to unlicensed personnel
- Physical therapy (PT) services
- Speech Language Pathologist (SLP) services
- Home Health Aide (HHA) services:
  - Assisting with transfers and mobility
  - Assisting with dressing, self-feeding, eating problems, oral hygiene, hair care, grooming, toileting, and bathing
  - Standing within arm’s reach for safety during daily activities
  - Spoken or visual reminders to take scheduled medicine or perform scheduled treatments or exercises
  - Laundry, household chores, preparing meals, or shopping (part of personal care when included in the care plan)

Dementia education for our staff
Our agency provides required dementia training for all direct home care staff and their supervisors. Fairview Home Infusion develops appropriate training materials that cover at least the following topics:

- A current explanation of Alzheimer’s disease and related disorders
- Assistance with activities of daily living
- Effective problem-solving approaches to use when dealing with a client’s challenging behaviors
- How to communicate with clients who have Alzheimer’s or other dementias
- Other topics deemed necessary or helpful
Medicines and supplies

How to obtain your medicine/supplies
Your coordinator will call you each week to schedule your delivery. You can choose the most convenient delivery option:

1. Leave Package – Deliveries will be left at the address you provide. Packages cannot be left at some types of addresses, including but not limited to apartments, businesses that are closed, and deliveries that require a signature.
2. Pickup – You may also pick up your package at our office by appointment.
3. We may be unable to complete your delivery without speaking to you directly.

Supply storage
Once you receive your medicine and supplies, please check the overall condition of the products and their quantities.
- Items marked REFRIGERATE must be kept cold in a clean refrigerator.
- Store all medicines away from direct sunlight or moisture.
- Keep out of reach of children and pets.
- Keep supplies together in a clean area.

Contact us if you are running low on any medicines or supplies.

Emergency supplies
You will receive a bag marked as your emergency supplies.
- Please tell us if you have used any of these supplies so that we can replace them.
- Never use any other medicines or supplies unless we tell you it is okay. Use only the ones we gave you.

What to do with extra medicines and supplies
When you finish treatment, you may have some supplies left over. Aside from your pump, we can’t take back any of your supplies.

Medicine and formula
- Do not throw chemotherapy in the trash. Chemotherapy waste must be placed in the plastic container we gave you. When your treatment is done or when the container is full, please call us for disposal or replacement.
- If you have leftover medicines, it is important to dispose of them the right way. Visit www.fairview.org/medicationdisposal for details about safe disposal, or call your county.

Your biohazard sharps container
- Do not throw this in the trash; it is against the law.
- Mail back the container using the original mail-back sharps box.

Returning your pump
- You need to return the pump when you no longer need it. If you don’t return the pump, you will have to pay for it.
- Please call to return the pump and we will schedule a pickup.

Other supplies
- Tubing, syringes, and caps can be thrown in the trash. You can save the gauze, tape, and other items from your bandage (dressing) kit.

Donating medical supplies
You can give your extra supplies (sterile or unopened) to the medical charity of your choice or call Global Health Ministries at 763-586-9590, or www.ghm.org. Note that many places can’t accept saline or heparin. Local animal humane societies, animal shelters, and veterinary clinics often take unused medical supplies. Local churches also often take donations. If you have any questions or concerns about extra medicines or supplies, please call us at 612-672-2233 or 800-642-8845. Ask a nurse for additional information regarding disposing of medications and supplies.
Protecting yourself from falls

**Stairs and living areas**
- Keep your path clear. Remove clutter from stairs, hallways and other pathways. Arrange furniture to allow a clear path.
- Be aware of nearby pets.
- Use cordless phones. Keep electrical cords off the floor and out of your path. Install new outlets if needed.
- Remove throw rugs or replace them with rubber-backed rugs. Tape the edges of large area rugs using double-sided tape.
- Install handrails on stairs. Make sure they’re sturdy and well-mounted. Take your time when walking up or down the stairs.
- If you have only one rail, go down the stairs sideways. Hold the rail with both hands.
- Use carpet or nonskid treads on all stairways. Mark the top and bottom stairs with bright-colored tape.
- Turn on bright lights as you move through the house or use the stairs. Keep a small flashlight on your key chain.
- Carry a cordless phone around the house, or use a medical alert service such as Lifeline. This is even more vital if you live alone.
- Keep emergency numbers near every phone.

**Bedroom**
- Place your eyeglasses, phone, and light within reach of your bed.
- Keep a night light in your room. Turn on lights when you get up at night.
- If you get up often to use the toilet, think about putting a commode or urinal next to the bed.

**Bathroom**
- Use night lights to light the way to the bathroom.
- Install grab bars by the toilet, bathtub, or shower. Never use the towel rack or sink to steady yourself.
- Install a raised toilet seat or safety frame. This makes it easier to get on and off the toilet.
- If you have trouble standing in the shower, use a shower seat and a hand-held shower head.
- Use a nonslip bath mat or nonskid strips in the tub or shower. Use a nonslip rug outside of the tub or shower.
- Clean up spilled water right away.

**Kitchen**
- Rearrange cupboards and drawers. Place the items you use most within easy reach (between shoulders and knees).
- Clean up spills right away to reduce the chance of slipping.
- Don’t stand on chairs to reach high items. Don’t store heavy items on high shelves. If you must climb up high, use a secure step stool with handrail.
- Use a long-handled reacher.
- Think about getting a cart to help move heavy or hot items.
Protecting yourself from falls, continued

Sitting, standing and walking

- When getting out of bed, sit on the edge for a while before standing up.
- If you feel dizzy or light-headed, stand up slowly.
- When sitting down, reach back with your hands to find the chair or bed behind you.
- Sit in a high chair with armrests. Use the armrests to get up and sit down. Avoid chairs with wheels.
- Think about using a cane or walker when standing or walking. Never use a walker to pull yourself up. Follow the directions of your doctor or rehab specialist.
- Wear well-fitted, nonslip shoes with low heels and good support or slippers with rubber soles, both indoors and outdoors. Don’t walk in your socks.
- Don’t use slip-on shoes.
- Keep your laces tied. If you have trouble tying laces, try shoes with elastic laces or Velcro fasteners.
- To keep from tripping, shorten shoe laces and any cords on clothes.
- Take your time answering the phone or door. Rushing may cause you to trip or fall.

Outdoors

- Take care when walking on slippery, wet surfaces. Keep your hands free in case you fall and need to catch yourself.
- Use nonskid treads on stairways, or paint stairs with a product that contains grit or sand. Repair damaged stairs.
- If you have trouble seeing, mark the edges of the steps with colored paint that is easy to see.
- Keep steps and sidewalks free of clutter and debris.
- Install sensor lights that turn on and off as needed.
- In the winter, wear boots with nonskid soles, or buy ice grips from the sporting goods store.
- Shovel right after a snowfall, or hire someone to shovel for you. Use salt or sand on icy walkways.
- Don’t rush. Take your time when crossing the street and getting in or out of cars.
- Unload your car in several small trips, or use a cart. If you carry too much, it may block your vision or cause you to lose balance.
- Limit the size and weight of shoulder bags and purses.

When walking, watch for:

- Curbs, ramps or changes in elevation
- Cracks in steps and sidewalks
- Pets or leashes in your path
- Tree roots and low-hanging branches

What to do if you fall

If you fall, you need to tell someone, even if you aren’t seriously hurt. If you are seriously hurt, please dial 911. Call your doctor or Fairview Home Infusion so someone can work with you to prevent falls in the future. For additional information on preventing falls please visit: https://www.cdc.gov/steadi/patient.html

Lifeline is an easy-to-use personal medical alert service that helps ensure that adults living at home can get quick assistance any time. For more information about Fairview Lifeline Services Website: https://www.fairview.org/overarching-care/home-care-and-hospice/lifeline or call 952-885-6185 or 866-827-5039.

Visit the website for more information, including registration form, pricing, and product and service descriptions: https://www.fairview.org/overarching-care/home-care-and-hospice/lifeline
Taking care of your health

- Have your doctor or pharmacist review all the medicines you take. (This includes over-the-counter drugs, vitamins and herbal products.) Some medicines have side effects that could lead to a fall. Carry a list of current medicines at all times. Call your doctor or pharmacist if you have any questions about your medicines.

- Limit alcohol.

- Get your blood pressure, hearing, and vision checked every year.

- If you wear glasses, make sure they are up-to-date. Keep them clean. If they have scratches, bring them to a store that sells glasses. The staff can remove the scratches.
  - Take off your reading glasses when walking.
  - Wear sunglasses and a hat to reduce glare.
  - When moving between the indoors and outdoors, give your eyes time to adjust to the new lighting.

- Ask your doctor or therapist about safe exercises to build strength and improve balance.
  - Try to exercise a total of 30 minutes per day. You may do this in two or three short sessions (10-15 minutes each).
  - Walk every day, even if only around the house. Start slowly and walk whenever you can.
    - Find a partner - you may go farther when you walk with a friend. Many people walk in indoor malls.
  - Keep moving at home. Gently stretch your arms, legs, and joints to keep them moving freely.

- Take care of your feet. If your feet hurt, you will be less active. This could increase your risk of a fall.
  - Keep feet clean and dry. Wash them daily with warm water. Rinse off all soap and dry well, especially between the toes.
  - Trim toenails regularly. Cut nails straight across. If you have trouble bending over, ask someone to help.
  - Check your feet every day. Do not treat problems yourself. See your doctor if you notice bunions, corns, calluses, warts, a sore that doesn’t heal, nail problems, new coldness, numbness, or discomfort in your feet.
**Emergencies**

**Emergency phone numbers**

For all life-threatening emergencies, call 911 (Fairview Home Infusion is not a 911 service).

For police, ambulance, and fire, call 911.
For poison control, call 800-222-1222.

For information and supplies during an emergency, call Fairview Home Infusion at 612-672-2233. If the line is busy, please call the answering service at 952-924-8165.

**What to do in an emergency**

1. During a disaster, your personal safety is our first concern. Let us know if you lose power, supplies, or medicines. We’ll tell you how to manage your medicines. If you can’t reach us during an emergency, call a local emergency room for help.

2. Tell us your new location if you need to leave your home and let us know when you are able to return home.

3. Tell local power supply companies about power failures.

4. Unplug pumps before water comes into contact with IV poles or when power supplies are unsafe or failing.

5. Use other sources of light like flashlights or candles. Whenever you can tolerate it, turn off oxygen before lighting candles. Be sure to keep the oxygen tubing away from any flames! CAUTION: Do not use candles or matches until you have checked for gas leaks.

6. Leave your home, if needed, to avoid getting hurt. If you need an infusion pump or other medicine during a disaster, you may need to stay in the hospital.

7. If you can’t get out of bed by yourself and you need to leave home, tell your caregiver to:
   - Place a sheet or strong blanket underneath you and tie a knot at the top and bottom of the sheet.
   - Use the sheet to pull you to safety.
   - If two people can help, they can make a chair out of their arms and carry you to safety.

**How to prepare for an emergency**

The following tips will help you and your family be prepared for all types of disasters*

1. Get details about emergencies like tornadoes or blizzards before they happen.

2. Always follow guidelines and orders given by local authorities.

3. If possible, go to the nearest shelter when told by local authorities.

4. Store a transistor radio, flashlights, pipe wrench (for gas, water, and shut-off valves), plenty of batteries, blankets, fuel wood or heating oil, food, and bottled water to be prepared in case of an emergency. Use a backup generator whenever available.

*To download free pamphlets on emergencies, go to www.ready.gov/make-a-plan
Patient responsibilities

Fairview Home Infusion patients have the following responsibilities:

1. As needed, you and your family must tell us about current and past illnesses, time in the hospital, medicines, and other health matters. Report possible care risks and sudden changes in your health, for example, if you are going to an Urgent Care or Emergency Department.

2. Help us create and maintain a safe environment.

3. Tell us when you will not be able to keep a scheduled visit to your home or take delivery of medicines, and supplies.

4. Help us make and update your care plan, then follow it.

5. Ask questions. Talk to us when you do not understand your care, treatment, service, or what you are expected to do.

6. Follow directions. You must follow the care plan. Let us know if you have concerns about your ability to follow this plan. We will do our best to adapt the care plan to your needs. We will talk to you if we are not able to change the plan.

7. Accept outcomes. You and your family are responsible for the outcomes if you do not follow your care plan.

8. Follow rules. You and your family must follow the rules and policies of Fairview Home Infusion. These rules may limit our staff from some duties.

9. Remain under a doctor’s care while receiving our services.

10. Meet financial commitments. You must give us all needed insurance and financial details, sign the needed consent forms, and pay your bills on time.

11. Show respect. You and your family must maintain a safe and smoke-free environment when your care team is in your home. Please secure any weapons in a safe or locked cabinet.

12. Take good care of equipment (IV pumps, enteral pumps, poles) and accessories (pouches, battery packs) we give you. You must pay for any damaged, destroyed, lost, stolen, misused, or very dirty equipment. Payment may include replacement, repairs, or cleaning charges. **You need to return the pump when you no longer need it. If you don’t return the pump, you will have to pay for it.** Please call to return the pump and we will schedule a pickup.

13. Tell us when you no longer need the equipment and accessories used for your treatment.

14. Make a goal for pain relief and a plan for reaching that goal. It is important to tell us about any changes in your pain. Let us know if you have any questions or concerns about managing your pain.

**Controlled substance prescriptions (Schedules II-V, butalbital, and gabapentin) dispensed at this pharmacy are reported to the Minnesota Prescription Monitoring Program as required by Minnesota Statutes Section 152.126 and may be used for program administration purposes.**

[www.pmp.pharmacy.state.mn.us](http://www.pmp.pharmacy.state.mn.us)
Minnesota Home Care Bill of Rights

PER MINNESOTA STATUTES, SECTION 144A.44.
THESE RIGHTS PERTAIN TO CONSUMERS RECEIVING HOME CARE SERVICES FROM LICENSED ONLY HOME CARE PROVIDERS.

Statement of Rights
A client who receives home care services in the community or in an assisted living facility licensed under chapter 144G has these rights:

1. The right to receive written information, in plain language, about rights before receiving services, including what to do if rights are violated;
2. The right to receive care and services according to a suitable and up-to-date plan, and subject to accepted health care, medical or nursing standards and person-centered care, to take an active part in developing, modifying, and evaluating the plan and services;
3. The right to be told before receiving services the type and disciplines of staff who will be providing the services, the frequency of visits proposed to be furnished, other choices that are available for addressing home care needs, and the potential consequences of refusing these services;
4. The right to be told in advance of any recommended changes by the provider in the service plan and to take an active part in any decisions about changes to the service plan;
5. The right to refuse services or treatment;
6. The right to know, before receiving services or during the initial visit, any limits to the services available from a home care provider;
7. The right to be told before services are initiated what the provider charges for the services; to what extent payment may be expected from health insurance, public programs, or other sources, if known; and what charges the client may be responsible for paying;
8. The right to know that there may be other services available in the community, including other home care services and providers, and to know where to find information about these services;
9. The right to choose freely among available providers and to change providers after services have begun, within the limits of health insurance, long-term care insurance, medical assistance, other health programs, or public programs;
10. The right to have personal, financial, and medical information kept private, and to be advised of the provider’s policies and procedures regarding disclosure of such information;
11. The right to access the client’s own records and written information from those records in accordance with sections 144.291 to 144.298; sections 144.291 to 144.298;
12. The right to be served by people who are properly trained and competent to perform their duties;
13. The right to be treated with courtesy and respect, and to have the client’s property treated with respect;
14. The right to be free from physical and verbal abuse, neglect, financial exploitation, and all forms of maltreatment covered under the Vulnerable Adults Act and the Maltreatment of Minors Act;
15. The right to reasonable, advance notice of changes in services or charges;
16. The right to know the provider’s reason for termination of services;
17. The right to at least ten days’ advance notice of the termination of a service by a home care provider, except at least 30 calendar days’ advance notice of the service termination shall be given by a home care provider for services provided to a client residing in an assisted living facility as defined in section 144G.08, subdivision 7. This clause does not apply in cases where:

(i) the client engages in conduct that significantly alters the terms of the service plan with the home care provider;
(ii) the client, person who lives with the client, or others create an abusive or unsafe work environment for the person providing home care services; or
(iii) an emergency or a significant change in the client’s condition has resulted in service needs that exceed the current service plan and that cannot be safely met by the home care provider;
18. The right to a coordinated transfer when there will be a change in the provider of services;
19. The right to complain to staff and others of the client’s choice about services that are provided, or fail to be provided, and the lack of courtesy or respect to the client or the client’s property and the right to recommend changes in policies and services, free from retaliation including the threat of termination of services;
20. The right to know how to contact an individual associated with the home care provider who is responsible for handling problems and to have the home care provider investigate and attempt to resolve the grievance or complaint;
21. The right to know the name and address of the state or county agency to contact for additional information or assistance;
22. The right to assert these rights personally, or have them asserted by the client’s representative or by anyone on behalf of the client, without retaliation; and
23. The right to place an electronic monitoring device in the client’s or resident’s space in compliance with state requirements.

(b) When providers violate the rights in this section, they are subject to the fines and license actions in sections 144A.474, subdivision 11, and 144A.475.

(c) Providers must do all of the following:
(1) encourage and assist in the fullest possible exercise of these rights;
(2) provide the names and telephone numbers of individuals and organizations that provide advocacy and legal services for clients and residents seeking to assert their rights;
(3) make every effort to assist clients or residents in obtaining information regarding whether Medicare, medical assistance, other health programs, or public programs will pay for services;
(4) make reasonable accommodations for people who have communication disabilities, or those who speak a language other than English; and
(5) provide all information and notices in plain language and in terms the client or resident can understand.

(d) No provider may require or request a client or resident to waive any of the rights listed in this section at any time or for any reasons, including as a condition of initiating services or entering into an assisted living contract.

Subd. 2. Interpretation and enforcement of rights. These rights are established for the benefit of clients who receive home care services. All home care providers, including those exempted under section 144A.471, must comply with this section. The commissioner shall enforce this section and the home care bill of rights requirement against home care providers exempt from licensure in the same manner as for licensees. A home care provider may not request or require a client to surrender any of these rights as a condition of receiving services. This statement of rights does not replace or diminish other rights and liberties that may exist relative to clients receiving home care services, persons providing home care services, or providers licensed under sections 144A.43 to 144A.482.
## Complaints

### Within Fairview

We strive every day to provide excellent care and home infusion therapy for each individual patient. We welcome your feedback at every stage of your care. If there is something we can improve for you, please let us know. You may speak to a nurse manager or pharmacy manager at:

- **Fairview Home Infusion**
  - 711 Kasota Ave. SE, Minneapolis, MN 55414
  - Phone: 612-672-2233 or 1-800-642-8845
  - FHIfeedback@fairview.org
  - www.FairviewHomeInfusion.org

- **Fairview Compliance Hotline**
  - To report issues, unethical behavior, suspicious behavior, or concerns, call the Fairview Compliance Hotline at 612-672-2300 or 1-800-530-4694. Your report will be confidential. We urge you to use the hotline.

### Outside of Fairview

If you have a complaint about the provider or the person providing your home care services, you may call, write, or visit the Office of Health Facility Complaints, Minnesota Department of Health without fear of retaliation. You may also contact the Office of Ombudsman for Long-Term Care or the Office of Ombudsman for Mental Health and Developmental Disabilities. If you have a complaint about your pharmacy services, you may call or write your state’s Board of Pharmacy.

<table>
<thead>
<tr>
<th>State Board of Pharmacy</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
<th>Website</th>
<th>Email</th>
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<tbody>
<tr>
<td>Minnesota State Board of Pharmacy</td>
<td>2829 University Ave. SE, Suite 530 Minneapolis, MN 55414-3251</td>
<td>651-201-2825</td>
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<tr>
<td>Arizona State Board of Pharmacy</td>
<td>1616 W. Adams St., Suite 120 Phoenix, AZ 85007</td>
<td>602-771-2727</td>
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<tr>
<td>Colorado State Board of Pharmacy</td>
<td>1560 Broadway, Suite 1350 Denver, CO 80202-5143</td>
<td>303-894-7754</td>
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<tr>
<td>Florida Board of Pharmacy</td>
<td>4052 Bald Cypress Way, Bin C-04, Tallahassee, FL 32399-3254</td>
<td>850-245-4474</td>
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<tr>
<td>Indiana State Board of Pharmacy</td>
<td>402 W. Washington St., Room W072 Indianapolis, IN 46204-2739</td>
<td>317-234-2067</td>
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<tr>
<td>Iowa State Board of Pharmacy</td>
<td>400 SW Eighth St., Suite E Des Moines, IA 50309-4688</td>
<td>515-281-5944</td>
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<tr>
<td>Nebraska - Division of Public Health within Department of HHS</td>
<td>P.O. Box 94986 Lincoln, NE 68509-4986</td>
<td>402-471-2118</td>
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<tr>
<td>North Dakota State Board of Pharmacy</td>
<td>1906 E. Broadway Ave. Bismarck, ND 58501-1354</td>
<td>701-328-9535</td>
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<tr>
<td>South Dakota State Board of Pharmacy</td>
<td>4001 W. Vahalla Blvd., Suite 106 Sioux Falls, SD 57106</td>
<td>605-362-2737</td>
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<tr>
<td>Utah Division of Occupational and Professional Licensing</td>
<td>160 E. 300 S Salt Lake City, UT 84114-6741</td>
<td>801-530-6628</td>
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<tr>
<td>Washington State Board of Pharmacy</td>
<td>P.O. Box 47863 Olympia, WA 98501</td>
<td>360-236-4946</td>
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<tr>
<td>Wisconsin State Board of Pharmacy</td>
<td>The Pharmacy Examining Board-DSPS PO Box 8366 Madison, WI 53708-8366</td>
<td>608-266-2112</td>
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| Office of Health Facility Complaints | Minnesota Department of Health | 85 E. Seventh Place, Suite 300 P.O. Box 64970 St. Paul, MN 55164-0970 | 651-201-4200 or 1-800-369-7994Fax: 651-281-9796 | https://www.health.state.mn.us/facilities/regulation/ohfc/ | health.ohfc-complaints@state.mn.us |

| Office of Ombudsman for Long-Term Care | Home Care Ombudsman | P.O. Box 64971 St. Paul, MN 55164-0971 | 651-431-2555 or 1-800-657-3591Fax: 651-431-7452 | http://www.mnaging.net/Advocate/OLTC.aspx | mba.ooltc@state.mn.us |

| Ombudsman for Mental Health and Developmental Disabilities | 121 Seventh Place E, Suite 420 Metro Square Building St. Paul, MN 55101-2117 | 651-757-1800 or 1-800-657-3506Fax: 651-797-1950 or 651-296-1021 | https://mn.gov/omhdd/ | ombudsman.mhdd@state.mn.us |

| The Joint Commission | Office of Quality and Patient Safety One Renaissance Blvd. Oakbrook Terrace, IL 60181 | Customer Service: 630-792-5800Fax: 630-792-5636 | www.jointcommission.org/report_a_complaint.aspx | patientsafetyreport@jointcommission.org |
Understanding your financial responsibilities

Service plan and consent form
The service plan and consent form is designed to help you understand the services provided as well as the costs associated with your home infusion therapy. When you sign it, it allows us to bill your insurance company for your care.

Insurance and billing
Each insurance plan is different. Your plan may include responsibility for you to pay some out-of-pocket costs such as coinsurance, copays, or deductibles.

Your exact out-of-pocket costs, if any, are determined by your insurance coverage at the time they receive the charges for your care.

If you need help understanding your bill or you have concerns about paying your bill, please call us at 612-672-7356 or 800-642-8845 (toll-free). Our office is open from 8 a.m.-5 p.m. Monday through Friday. You may also pay online using information provided to you on your statement.

Billing methods and codes
There are three parts to our services that we send to your insurance. You will see the codes below on your bill.

1. Medicines
   - All medicines used in home treatment (J codes).
   - Enteral formula (B codes).

2. Nursing visits
   - Nurse visits at your home (99601 two-hour visit $366.50) (99602 per extended hour $173.50).

3. Per diem (day)
   - All other costs of your home treatment (S codes).
   - Medicare and Medicaid may use A, B, and E codes.
   - These costs cover all the parts of your care that aren’t nursing or medicine, like referrals, care planning, packaging, teaching, supplies, equipment, and delivery.
   - Per diems are ongoing activities that last until you stop treatment.
   - Costs start on the first day of treatment and last until you stop treatment.
**Medicare prescription drug coverage and your rights**

**Your Medicare rights**
You have the right to request a coverage determination from your Medicare drug plan if you disagree with information provided by the pharmacy. You also have the right to request a special type of coverage determination called an “exception” if you believe:

- You need a drug that is not on your drug plan’s list of covered drugs. The list of covered drugs is called a “formulary.”
- A coverage rule (such as prior authorization or a quantity limit) should not apply to you for medical reasons.
- You need to take a non-preferred drug and you want the plan to cover the drug at the preferred drug price.

**What you need to do**
You or your prescriber can contact your Medicare drug plan to ask for a coverage determination by calling the plan’s toll-free phone number on the back of your plan membership card or by going to your plan’s website. You or your prescriber can request an expedited (24-hour) decision if your health could be seriously harmed by waiting up to 72 hours for a decision. Be ready to tell your Medicare drug plan:

- The name of the prescription drug that was not filled. Include the dose and strength, if known.
- The name of the pharmacy that attempted to fill your prescription.
- The date you attempted to fill your prescription.
- If you ask for an exception, your prescriber will need to provide your drug plan with a statement explaining why you need the off-formulary or non-preferred drug or why a coverage rule should not apply to you.

Your Medicare drug plan will provide you with a written decision. If coverage is not approved, the plan’s notice will explain why coverage was denied and how to request an appeal if you disagree with the plan’s decision. Refer to your plan materials or call 1-800-Medicare for more information.

Form CMS-10147
Medicare DMEPOS supplier standards

Note this is an abbreviated version of the supplier standards every Medicare DMEPOS supplier must meet in order to obtain and retain their billing privileges. These standards, in their entirety, are listed in 42 C.F.R. 424.57(c).

1. A supplier must be in compliance with all applicable Federal and State licensure and regulatory requirements.

2. A supplier must provide complete and accurate information on the DMEPOS supplier application. Any changes to this information must be reported to the National Supplier Clearinghouse within 30 days.

3. A supplier must have an authorized individual (whose signature is binding) sign the enrollment application for billing privileges.

4. A supplier must fill orders from its own inventory, or contract with other companies for the purchase of items necessary to fill orders. A supplier may not contract with any entity that is currently excluded from the Medicare program, any State health care programs, or any other Federal procurement or non-procurement programs.

5. A supplier must advise beneficiaries that they may rent or purchase inexpensive or routinely purchased durable medical equipment, and of the purchase option for capped rental equipment.

6. A supplier must notify beneficiaries of warranty coverage and honor all warranties under applicable State law, and repair or replace free of charge Medicare covered items that are under warranty.

7. A supplier must maintain a physical facility on an appropriate site and must maintain a visible sign with posted hours of operation. The location must be accessible to the public and staffed during posted hours of business. The location must be at least 200 square feet and contain space for storing records.

8. A supplier must permit CMS or its agents to conduct on-site inspections to ascertain the supplier’s compliance with these standards.

9. A supplier must maintain a primary business telephone listed under the name of the business in a local directory or a toll free number available through directory assistance. The exclusive use of a beeper, answering machine, answering service or cell phone during posted business hours is prohibited.

10. A supplier must have comprehensive liability insurance in the amount of at least $300,000 that covers both the supplier’s place of business and all customers and employees of the supplier. If the supplier manufactures its own items, this insurance must also cover product liability and completed operations.

11. A supplier is prohibited from direct solicitation to Medicare beneficiaries. For complete details on this prohibition see 42 CFR § 424.57 (c) (11).

12. A supplier is responsible for delivery of and must instruct beneficiaries on the use of Medicare covered items, and maintain proof of delivery and beneficiary instruction.

13. A supplier must answer questions and respond to complaints of beneficiaries, and maintain documentation of such contacts.

14. A supplier must maintain and replace at no charge or repair cost either directly, or through a service contract with another company, any Medicare-covered items it has rented to beneficiaries.

15. A supplier must accept returns of substandard (less than full quality for the particular item) or unsuitable items (inappropriate for the beneficiary at the time it was fitted and rented or sold) from beneficiaries.

16. A supplier must disclose these standards to each beneficiary it supplies a Medicare-covered item.

17. A supplier must disclose any person having ownership, financial, or control interest in the supplier.

18. A supplier must not convey or reassign a supplier number; i.e., the supplier may not sell or allow another entity to use its Medicare billing number.
19. A supplier must have a complaint resolution protocol established to address beneficiary complaints that relate to these standards. A record of these complaints must be maintained at the physical facility.

20. Complaint records must include: the name, address, telephone number and health insurance claim number of the beneficiary, a summary of the complaint, and any actions taken to resolve it.

21. A supplier must agree to furnish CMS any information required by the Medicare statute and regulations.

22. All suppliers must be accredited by a CMS-approved accreditation organization in order to receive and retain a supplier billing number. The accreditation must indicate the specific products and services, for which the supplier is accredited in order for the supplier to receive payment for those specific products and services (except for certain exempt pharmaceuticals).

23. All suppliers must notify their accreditation organization when a new DMEPOS location is opened.

24. All supplier locations, whether owned or subcontracted, must meet the DMEPOS quality standards and be separately accredited in order to bill Medicare.

25. All suppliers must disclose upon enrollment all products and services, including the addition of new product lines for which they are seeking accreditation.

26. A supplier must meet the surety bond requirements specified in 42 CFR § 424.57(d).

27. A supplier must obtain oxygen from a state-licensed oxygen supplier.

28. A supplier must maintain ordering and referring documentation consistent with provisions found in 42 CFR § 424.516(f).

29. A supplier is prohibited from sharing a practice location with other Medicare providers and suppliers.

30. A supplier must remain open to the public for a minimum of 30 hours per week except physicians (as defined in section 1848(j) (3) of the Act) or physical and occupational therapists or a DMEPOS supplier working with custom made orthotics and prosthetics.

Medicare DMEPOS Supplier Standards

DMEPOS suppliers have the option to disclose the following statement to satisfy the requirement outlined in Supplier Standard 16 in lieu of providing a copy of the standards to the beneficiary.

The products and/or services provided to you by [supplier legal business name or DBA] 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 operation). The full text of these standards can be obtained at http://www.ecfr.gov. Upon request we will furnish you a written copy of the standards.
DISCRIMINATION IS AGAINST THE LAW

Final Rule Under Section 1557 for Nondiscrimination and Accessibility Requirements

We comply with applicable federal civil rights laws and the Minnesota Human Rights Act. We do not discriminate against, exclude, or treat people differently or deny any person the full and equal enjoyment of the goods, services, facilities, privileges, advantages, and accommodations of a place of public accommodation because of race, color, creed, religion, national origin, marital status, age, disability, sexual orientation or sex.

We provide free aids and services to help people communicate effectively with us, such as:

- Qualified sign language interpreters
- Qualified spoken language interpreters, for people whose preferred language is not English
- Written information in other languages and formats (such as large print, audio and accessible electronic formats)

If you need these services, call 612-273-3780 (TTY: 711).

If you believe that we have failed to provide these services or discriminated in another way on the basis of race, color, creed, religion, national origin, marital status, age, disability, sexual orientation, or sex, you can file a grievance with your facility in person or by mail, fax, or email. The contacts listed below will help you. For a copy of our grievance procedure, go to: http://www.fvfiles.com/524620.pdf.

Fairview Pharmacy Services
711 Kasota Ave. SE, Minneapolis, MN 55414
Phone: 612-617-3513
Fax: 612-672-5201
Email: dept-pharm-compliance@fairview.org

You can also file a nondiscrimination complaint with the U.S. Department of Health and Human Services and/or Minnesota Department of Human Rights:

**U.S. Department of Health and Human Services, Office for Civil Rights:**

- By phone at 1-800-368-1019 or 800-537-7697 (TDD).
- Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

**Minnesota Department of Human Rights:**

- Electronically through the MDHR complaint inquiry form, available at b5.caspio.com/dp.asp?AppKey=18a340001049f4ae67b24974b4ec.
- By mail at Minnesota Department of Human Rights, 625 Robert St. N., St. Paul, MN 55155.
- By phone at 651.539.1100 (TTY 651.296.1283) or toll-free at 800.657.3704.
ATTENTION: Language assistance services, free of charge, are available to you. Call 612-273-3788.

Amharic

اطلاعات اللغة العربية إذا كنت تحاول اللغة العربية فإن خدمات المساعدة اللغوية متواجدة بكامل الرجاء إتصل برقم 612-273-3788.

Arabic

المحولة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متواجدة بكامل الجوانب. اتصل برقم 612-273-3788.

Burmese

ဗာတွင်းသီး ဝိပဿနာကို သိရှိနေသူတို့ အတွက် အားလုံးဖြင့် ပြောင်းပြန်ပြီး အတွက် လိုင်စာ ထုတ်ဝျော် 612-273-3788 တွင် ဖြင့် လိုက်ပါ။

Chinese

注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 612-273-3788。

Hmong


Karen

leftrightarrow ဗာတွင်းသီး သိရှိနေသူတို့ အတွက် အားလုံးဖြင့် ပြောင်းပြန်ပြီး အတွက် လိုင်စာ ထုတ်ဝျော် 612-273-3788 တွင် ဖြင့် လိုက်ပါ။

Khmer (Cambodian)

ប្រាសាទអន្តរជាតិ បង្កប់ក្នុងប្រទេសកម្ពុជា ដោយមានតំបន់អាហារធ្លាន់ អន្តរជាតិថ្មី 612-273-3788 ។

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 612-273-3788 번으로 전화해 주십시오.

Lao

โป้นักงาน: ที่นี่คุณสามารถขอความชี้แจง ได้ ทุกกรณีที่คุณต้องการความช่วยเหลือ โปรดติดต่อที่ 612-273-3788.

Nepali

सुचिको लगिने निर्देश भाषा सहायता सेवाहरू सञ्चालन, 612-273-3788 फोन गर्नुहोस्।

Oromo


Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги переводчика. Звоните 612-273-3788.

Somali


Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 612-273-3788.

Vietnamese

CHỦ Y: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 612-273-3788.