

Privacy Policy

STYMCO Medical, LLC (hereinafter, STYMCO) respects your privacy and wants you to be familiar with how we collect, use and disclose information. This Privacy Policy describes our practices in connection with information provided or collected through the website. If you have any questions about our website's Privacy Policy, please contact us at the mailing address, telephone number, or email address at the bottom of this page.

This Privacy Policy will assist you in understanding our practices regarding collection, use and disclosure of information that you may provide via this website. Please read this Privacy Policy carefully so that you understand our company's privacy practices. By using this website, you are in agreement with the terms of this Privacy Policy and upon submitting any information via this site, you are consenting to the collection, use and disclosure of that information in accordance with this Privacy Policy.

Non-HIPAA Protected Information Use and Disclosure

To serve you better, we may combine actively collected information with personally identifiable information to communicate information to you (upon your request), for marketing and research purposes, for website personalization or for purposes as outlined in this Privacy Policy. We will take reasonable measures to prevent personally identifiable information from being combined with passively collected information, unless you consent otherwise.

We may disclose your personally identifiable, non-HIPAA protected information to our partners in the US and internationally, upon their agreement to treat it in accordance with this Privacy Policy. Additionally, we may disclose your personally identifiable non-HIPAA protected information to third parties, located in the United States and/or internationally, specifically:

- to contractors we use to support our business (e.g., fulfillment services, technical support, delivery services, and financial institutions); in these cases we will require third parties to agree to treat it in accordance with this Privacy Policy;
- in connection with the sale, assignment, or other transfer of the business of this site to which the information relates; in these cases we will require any such buyer to agree to treat it in accordance with this Privacy Policy; or
- where required by applicable laws, subpoena, court orders, or government regulations.

In addition, we will make full use of all information acquired through this site that is not in personally identifiable form.

To keep your personally identifiable information current and accurate, please contact us as specified below. We will take reasonable steps to update or correct personally identifiable information in our possession that you have previously submitted via this site.

HIPAA Protected and Privileged Information

STYMCO has created separate and distinct parts of protected websites, pages or links for the purpose of releasing, storing and protecting certain privileged information about healthcare providers and their patients which is protected by federal laws (HIPAA). This includes information from medical records concerning health history, laboratory and diagnostic testing results, diagnosis, treatment plans and prescription orders among other data and information provided to STYMCO through the proper portal or channel shall be kept strictly confidential and is not shared with anyone outside the company, nor shall anyone within the company who doesn't have a reasonable need to know it absent a written consent from the patient.

Updates to This Privacy Policy

We may change this Privacy Policy; the revised policy will be posted on this site. Please check back periodically, and especially before you provide any personally identifiable information. Your use of the Sites following these changes means that you accept the revised Privacy Policy. This Privacy Policy was last updated on July 20, 2016. For complete Privacy Policy visit www.STYMCO.com.

Complaint Policy

Privacy Complaints

It is STYMCO's policy that all privacy complaints relating to the protection of health information be investigated in a timely manner. If you feel your privacy rights have been violated, please submit your complaint in writing to STYMCO's Privacy Officer at the address listed below. You may also file a written complaint to the Office for Civil Rights (OCR) of the United States Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, Washington, D.C. 20201. Or you may contact the OCR Hotline at 1-800-368-1019. STYMCO supports your right to the privacy of your medical information. We will not retaliate in any way if you choose to file a complaint with us or either entity.

Equipment & Service Complaints

STYMCO prides itself on maintaining a highly capable staff and providing quality equipment. STYMCO's policy states that telephone calls will be responded to within five days and complaints will be resolved within fourteen days. **IF YOU HAVE QUESTIONS OR COMPLAINTS REGARDING SERVICE OR EQUIPMENT PLEASE CALL OUR TOLL-FREE NUMBER 855-672-4174 AND ASK TO SPEAK TO A CUSTOMER SERVICE REPRESENTATIVE.** If your complaint has not been resolved to your satisfaction do not hesitate to contact our general manager. To report a complaint regarding the services you receive, please call AHCA at 1-888-419-3456. To report abuse, neglect, or exploitation of a disabled adult or an elderly person, please call toll free 1-800-962-2873. To report equipment complaint, please call BOC at 1-877-776-2200 or CMS at 1-800-633-4227.

Contact Us

STYMCO Medical
8176 Woodland Center Blvd.
Tampa, Florida 33614

Email: compliance@STYMCO.com

Toll-Free 855-672-4174 • **Hours of Operation:** Monday-Friday: 8 a.m. - 4 p.m. (EST)

STYMCO Mission Statement

STYMCO MEDICAL, LLC is dedicated to providing quality products and services to our patients. Through our professional, highly qualified employees, we give our patients the highest quality care available in the industry.

STYMCO MEDICAL, LLC along with our employees, are committed to education and training in order to improve our skills and maintain a level of excellence of care and continued safety to our patients.

Patient Bill of Rights

Florida law requires that your health care provider or health care facility recognize your rights while you are receiving medical care and that you respect the health care provider's or health care facility's right to expect certain behavior on the part of patients. You may request a copy of the full text of this law from your health care provider or health care facility. A summary of your rights and responsibilities follows:

As a patient who has received a prescription for an electrotherapy device you have the right to have that prescription filled by the provider of your choice.

A patient has the right to be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy.

A patient has the right to a prompt and reasonable response to questions and requests.

A patient has the right to know who is providing medical services and who is responsible for his or her care.

A patient has the right to know what patient support services are available, including whether an interpreter is available if he or she does not speak English.

A patient has the right to know what rules and regulations apply to his or her conduct.

A patient has the right to be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.

A patient has the right to refuse any treatment, except as otherwise provided by law.

A patient has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.

A patient who is eligible for Medicare has the right to know, upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate.

A patient has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.

A patient has the right to receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.

A patient has the right to impartial access to medical treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.

A patient has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.

A patient has the right to know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such experimental research.

A patient has the right to express grievances regarding any violation of his or her rights, as stated in Florida law, through the grievance procedure of the health care provider or health care facility which served him or her and to the appropriate state licensing agency.

A patient is responsible for providing to the health care provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health.

A patient is responsible for reporting unexpected changes in his or her condition to the health care provider.

A patient is responsible for reporting to the health care provider whether he or she comprehends a contemplated course of action and what is expected of him or her.

A patient is responsible for following the treatment plan recommended by the health care provider.

A patient is responsible for keeping appointments and, when he or she is unable to do so for any reason, for notifying the health care provider or health care facility.

A patient is responsible for his or her actions if he or she refuses treatment or does not follow the health care provider's instructions.

A patient is responsible for assuring that the financial obligations of his or her health care are fulfilled as promptly as possible.

A patient is responsible for following health care facility rules and regulations affecting patient care and conduct.

Note: This is an abbreviated version of the Medicare DMEPOS supplier standards. 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.