Dear Patient:

Thank you for choosing AtHome Medical as your provider for enteral and respiratory supplies. The items provided to you are physician prescribed and often require authorizations through the insurance carriers. As part of your on-going care we are requesting that you keep us updated on the following items to avoid any disruption of service in the future:

* Physician progress notes, also referred to as clinicals, for the patient every six months for each therapy type.
* Updated Prescriptions or Statements of Medical Necessity (SMN) annually for each therapy type, unless carrier requests sooner.
* Current Physician information, ongoing.
* Communication between AtHome staff and patient/guardian to assure on-time deliveries of monthly supplies. Supplies cannot be shipped on the due date as these items are not stocked in our warehouses. We attempt to ship prior to the due date to assure all supplies are on-hand when needed.

AtHome offers an autoship program for patients whose insurance allow us to automatically ship supplies without monthly correspondence between yourself and AtHome. If this program interests you, we would be happy to let you know if you are eligible.

If you need assistance you may call 800-287-0643 option 4 or email [AHMORDERS@atlantichealth.org](mailto:AHMORDERS@atlantichealth.org). We look forward to servicing you!

Sincerely,

AtHome Medical’s HiTech Team