

## WHO WE ARE

With 25 years of experience in orthopedic and orthotic care, we understand the needs of the consumer. Our **scope of service** is focused on serving the physician and the consumer by offering superior products, services, and compensation offers that allows the consumer more control of their healthcare goals. Our experience has allowed us to develop long-standing relationships across the country with many orthopedic surgeons, orthotists, product manufacturers, and sales associates. We hold multiple patents for products currently in the marketplace in orthopedic care. We have provided services and product in every facet of orthopedic care, from acute clinic care to the surgical operative environment and post-operative care. Our relationships in the medical community, along with an understanding of the current healthcare market trends has allowed us to develop methodologies that benefit the consumer. We feel our membership offers, discounts, and compensation make it a pleasure to buy from us as well as be served by the professional staff we employ for the consumer. Consumer driven healthcare is about giving the consumer economic purchasing power and decision-making opportunities. We do this by listening first, promoting strategies that produce empirical research data that can be translated into a better quality of life, and healthcare price reductions for the consumer. We understand we do not have all the answers for the consumer. We are developing and working with various companies on how we can provide more effective services and care to the physician and consumer. In an ever challenging marketplace, we are committed to building a recognized name in the consumer driven healthcare market. Our success is dependent upon the consumer being able to be part of the decision making process. We continue to offer a secure environment where consumers can participate. Consumer input is vital to making effective solutions to reduced healthcare cost and increase consumer medical care. Our **code of ethics** is simple- we will consistently strive to provide quality services to the consumer and to the community in accordance with the highest professional and ethical standards possible. We will abide by federal, state and local laws, statutes, rules, regulations and ordinances. We will conduct business professionally and properly. We will work proactively to prevent fraud or abuse of federal, state and private health care programs. We will not discriminate against any individual. We will fulfill our obligation to screen, test, manage, and continually evaluate personnel. We will fulfill our obligation to familiarize and educate employees concerning their roles and responsibilities. We will maintain standards of integrity in our advertising, marketing, consumer driven services, and products we offer. We will meet consumer admittance, planning, and discharge needs in a complete and ethical manner. We will not knowingly misrepresent the relationship of the organization with other health care providers, institutions, or payers. We will take necessary precautions to ensure the safety of all employees and clients. We will protect our employees and clients by maintaining appropriate insurance coverage. We will treat our clients with respect and dignity. What **we don't provide** - we do not provide financial, medical, or any type of legal advice. We do not take part in or provide advice on claim appeals. We suggest you seek professional advice from the field of interest. Method HCS is committed to providing the consumer solutions to the ever changing medical marketplace in an atmosphere of trust, confidence, and confidentiality.

## OUR PRIVACY PROMISE TO YOU

Method HCS understands that your medical and health information is personal. Protecting your health information is important to us. We follow strict federal and state laws that require us to maintain the confidentiality of your health information. **How we use your health information-** When you request secure storage, products, and services from Method HCS, we may use your health information for claim submission and conducting normal business. We keep the records of the care and services provided to you. We keep records that include payment information and documentation of the services provided to you. Your information may be used to obtain payment from you, your insurance carrier, or other third party provider. We may contact your insurance carrier to assist you with coverage, care, and/or notify them of upcoming services that may need prior notice or approval. We use health information to improve the quality of care, train staff, provide customer service, manage cost, conduct required business duties, and make plans to better serve our customers. We may use your health information to recommend treatment or DME alternatives, and may tell you about health services to products that may benefit you. We may share information with family or friends involved in your care or payment for your care, when appropriate. We may also share information with third parties who assist us with treatment, payment, and health care operations. Our business associates protect your information by following our strict privacy practices. We keep your records electronically onsite as well as off site on EBridge, a secure, HIPAA compliant data storage facility. **Our privacy responsibilities-** 1. We are required by law to maintain the privacy of your health information. 2. Provide this notice that describes the ways we may use and share your health information. 3. Follow the terms of the notice currently in effect. **Your individual rights-** You may request restrictions on how we use and share your health information. We will consider all requests for restrictions carefully but are not required to agree to any restrictions. You may request that we use a specific telephone number or address to communicate with you. You may request to inspect and request a copy of your health information, including medical and billing records, fees may apply. Under limited circumstances, we may deny you access to a portion of your health information and you may request a review of the denial. You may request corrections or additions to your health information and request an accounting of certain disclosures of your health information made by us. The accounting does not include disclosures made for treatment, payment, health care operations, and some disclosures required by law. Your request must state the period of time desired for the accounting, which must be within the six years prior to your request and exclude dates prior to August 1, 2016.

**More Information-** If you would like more information about your privacy rights, notice of privacy practices, client bill of rights, or CMS supplier standards, please visit our website: [www.methodhcs.com](http://www.methodhcs.com). If you are concerned that your privacy rights have been violated or disagree with a decision that we made about access to your health information, you may contact our Privacy Officer at the following: 888-387-7164. **Notice-** If you have any problems fitting or damaged product, or questions regarding the programs and services please contact us at: 888-387-7164, so we may provide you the best service available. It is our goal to serve each person fairly, and provide them with the highest standard of care and confidentiality. Method HCS is open Monday-Friday from 9am to 4pm Mountain Daylight Time. We are closed Saturday, Sunday, and holidays. For emergency service after hours, call 888-380-9396. In case of a medical emergency dial 911.

*Please note: Method HCS is not a provider. For your convenience, we are providing a copy of the Assignment of Benefits (AOB), all other documents can be found on our website: [www.methodhcs.com](http://www.methodhcs.com). We reserve the right to make changes to this notice at any time and make new privacy practices effective for all information we maintain. You may also request a copy of any notice at any time from our office.*