



Fit for your patients; fit for you

Philips Respiroics Fit for Life is a comprehensive sleep apnea mask resupply solution

PHILIPS

RESPIRONICS

Why is resupply important to you and your patients?

An increased number of patients are now using long-term PAP therapy; therefore, servicing this group cost effectively is an important part of your overall patient services strategy.

For your patients, resupply means having easy and reliable access to replacement masks to help support effective therapy.

Knowing that your patient will be engaged regarding their replacement mask needs at the time that's right for them:

- Saves time
- Alleviates the worry of using a worn-out mask
- Acknowledges the importance of your patients' engagement in their replenishment decisions
- Demonstrates your commitment to their long-term therapy success

Philips Respironics knows that managing resupply is an important way to maintain regular contact with your patients, but it shouldn't be a burden on your organization or employees. We understand that trying to manage resupply is becoming more difficult due to payers' expectations and the increased attention you must devote to meet regulatory and other industry imperatives.

The Fit for Life resupply solution was designed to acknowledge these operational and economic challenges by offering providers an efficient way to serve patients through a lifetime of care, while also effectively coordinating these payer and industry requirements.



The Fit for Life solution is just one more way we are working with you as Allies in Better Sleep and Breathing.

The Fit for Life advantage

Philips Respironics' Fit for Life is a comprehensive sleep apnea mask resupply solution that helps keep you in touch with your patients through the lifetime of their therapy. When you choose our masks, your patients receive access to either medSage or EncoreResupply service included in the price of the mask.



EncoreResupply and **medSage** services help you efficiently identify and contact patients who are eligible to receive a new mask. Both resupply services incorporate an automated outreach program that allows you to:

- Accommodate resupply orders more easily
- Identify and manage patients struggling with their therapy
- Help reduce administrative costs and streamline your business

By offering a patient interface solution with a mask and resupply service included in the purchase price, Philips Respironics' Fit for Life demonstrates a commitment to the long-term success of your patients' therapy and your business.

Your Philips Respironics sales representative or customer service representative can help determine which option is right for your business.

More than a mask distribution software

Fit for Life goes beyond traditional mask distribution, providing a comprehensive solution that can help both you and your patients. Whether it is EncoreResupply or medSage, when you participate in the Fit for Life solution, any patient who uses a Philips Respironics mask will be supported by this service. You are fitting them—and yourself—with a comprehensive, long-term solution that comes with exceptional service and support.

For masks from other manufacturers

If you want to use our services to support the replenishment of another manufacturer's mask, a competitive resupply service fee will be charged.

EncoreResupply

Our newest resupply service for small to mid-size homecare providers and full-service sleep labs

Using our proprietary EncoreAnywhere Patient Compliance Management software to determine patient eligibility, EncoreResupply enables you to create an automated resupply system that increases operational efficiency and improves patient outcomes. It is one of the many solutions that we offer our providers to help streamline patient care. The EncoreResupply program helps providers and sleep labs to:

- Determine patient eligibility for mask resupply based on information contained in EncoreAnywhere
- Improve patient contact management
- Reach a greater percentage of patients on a more consistent basis
- Maintain patient-care services for your existing business while maximizing your overall patient resupply efforts

EncoreResupply is a powerful resource that expands your ability to have meaningful, two-way communications with your customers without requiring significant additional investment in people or assets.

You determine which patients to contact, and how often they should be contacted. Through the easy-to-use automated call system, your patients can identify discomfort or fitting issues they may be having, changes to their address or insurance coverage that have occurred, and express their purchasing intentions for new PAP supplies.



Philips Respironics offers the EncoreResupply and medSage solutions to help improve your business outcomes regardless of size.



Philips medSage

Philips medSage OSA Patient Management solution has helped more than 1,000,000 patients achieve better compliance with their sleep therapies while helping larger homecare providers efficiently manage and grow their resupply businesses. Since 2003, medSage has focused its dedicated product and service consultants on:

- Strengthening provider-patient relationships
- Improving patient compliance
- Leveraging integrated billing systems and custom reporting for business' needs

By using existing data from your billing and patient-management software, our proprietary voice-recognition technology contacts patients, and develops detailed information on your customer base.

Philips medSage provides an end-to-end resupply solution with:

- Automated eligibility determination
- Customizable patient call scripts designed to assist with reimbursement documentation and other industry requirements
- Patient preferred method of communication such as pre-recorded voice recognition surveys, email, live calls, after hours hotline with fulfillment service providers
- Opportunities beyond OSA such as oxygen, diabetes and equipment rental

The professional services team fully supports you at all stages of your resupply business with custom training, workflow best practice sharing, and on-going customer service.



To learn more about our portfolio of resupply services, contact your Philips Respiration representative or call **866-567-8324**.

**Philips Healthcare is part of
Royal Philips Electronics**

How to reach us

www.philips.com/healthcare
healthcare@philips.com

Asia
+49 7031 463 2254

Europe, Middle East, Africa
+49 7031 463 2254

Latin America
+55 11 2125 0744

North America
+1 425 487 7000
800 285 5585 (toll free, US only)

Philips Respironics
1010 Murry Ridge Lane
Murrysville, PA 15668

Customer Service
+1 724 387 4000
800 345 6443 (toll free, US only)

Philips Respironics International
Headquarters
+33 1 47 28 30 82

Philips Respironics Asia Pacific
+65 6882 5282

Philips Respironics Australia
+61 (2) 9947 0440
1300 766 488 (toll free Australia only)

Philips Respironics China
+86 400 828 6665
+86 800 828 6665

Philips Respironics Deutschland
+49 8152 93 06 0

Philips Respironics France
+33 2 51 89 36 00

Philips Respironics Italy
+39 039 203 1

Philips Respironics Sweden
+46 8 120 45 900

Philips Respironics Switzerland
+41 6 27 45 17 50

Philips Respironics United Kingdom
+44 800 1300 845

www.philips.com/respironics

Respironics and EncoreAnywhere are trademarks of Respironics, Inc. and its affiliates.

Please visit www.philips.com/respironics



© 2013 Koninklijke Philips Electronics N.V.
All rights are reserved.

Philips Healthcare reserves the right to make changes in specifications and/or to discontinue any product at any time without notice or obligation and will not be liable for any consequences resulting from the use of this publication.

CAUTION: US federal law restricts these devices to sale by or on the order of a physician.
Geyer WMB 01/02/13 MCI 4105383 PN 1102498