

## Frequently Asked Questions

### How will I receive my supplies?

Supplies will be sent to you in approximately 7 to 14 days by USPS or UPS depending on the stock availability.

### What if I don't receive my supplies or the wrong items are shipped?

Please contact Equipped for Life at 301-714-0200, option 2.

### Will I be charged for the shipping?

No, Equipped for Life covers the charge as a service to our patients.

### Will my insurance be billed for the supplies I receive?

Yes, as long as you have a current prescription on file for the supplies. Any co-insurance or deductibles will be billed to you.

### What if my prescription has expired?

If you are a current customer with Equipped for Life and received supplies within the last year, we will reach out to your physician for a new prescription. Your physician requires you to be seen yearly. We will attempt to fax a new order to your physician two times within one month. If no response, you will receive a call from Equipped for Life that you must obtain the new prescription yourself. If it has been greater than 1 year since you have received supplies you are responsible for providing a new prescription.

### What if I want to change the style and size of my current mask?

We recommend that you contact our office to make an appointment for a new fitting.

### How do I know whether my insurance will pay for a new mask or seal?

Insurance replacement rates vary from policy to policy. CPAP/BiPAP supply schedules are given at time of set up.

### What if my insurance changes?

You will need to contact our office at 301-714-0200. If you are new to Medicare, you must be seen by the physician that ordered the CPAP after your enrollment date with Medicare.

### Where can I find detailed instructions about cleaning my equipment?

Please refer to the user instructions packaged with your mask. For videos about our products, check out:

[www.youtube.com/fphealthcare](http://www.youtube.com/fphealthcare)

[www.youtube.com/PhilipsRespironics](http://www.youtube.com/PhilipsRespironics)

[www.youtube.com/ResMedAmericas](http://www.youtube.com/ResMedAmericas)

[www.MeritusHealth.com/Equipped](http://www.MeritusHealth.com/Equipped)

## Contact Information

If you have questions or concerns, please contact us at:

**301-714-0200, option 2**



525 Dual Highway  
Hagerstown, MD 21740  
[MeritusHealth.com/Equipped](http://MeritusHealth.com/Equipped)



Meritus<sup>™</sup>  
Health

Equipped  
for Life

# PAP Supply Program

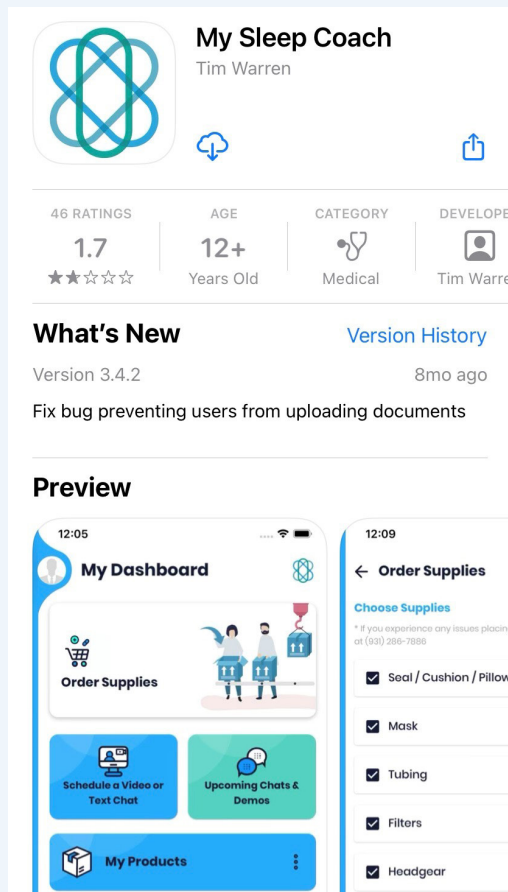
301-714-0200, option 2  
[papresupply.com](http://papresupply.com)

## Ways to Reorder CPAP Supplies

1. Equipped for Life can assist with automated call set up for your reorder supplies.

2. Use the free My Sleep Coach app available on Apple iTunes & Google Play app stores. The app services include:

- Therapy related notifications
- Reorder platform
- HIPPA secure video chats
- Encrypted text chats
- Product education
- Electronic signatures



3. Receive a text. You must provide your cell phone number to receive this service. Message and data rates may apply.

4. E-mail your reorder request to [supplies@papresupply.com](mailto:supplies@papresupply.com)

All supply orders will be approved by Equipped for Life prior to shipping to ensure insurance is current and physician order is on file.

Automated calls will come from 240-452-4276 or 240-366-0498. Calls will state "This is the automated ordering system for Equipped for Life".

If you do not place an order on the first call, they will call back three more times within 23 days.

All of these reorder methods confirm your order was received, and reviewed, prior to shipping conveniently to your home.

Medicare may cover a 3-month supply upon request as long as it meets Medicare guidelines. Commercial insurance will cover a 1-month supply.

Filters for your machine can be picked up at Equipped for Life.

## CPAP & Mask Replacement

Proper maintenance will prolong the use of your CPAP equipment and mask, but over time your equipment will need to be replaced. Here are some signs that your equipment is overdue for replacement:

- Tubing is discolored, stretched or unable to fit onto the CPAP.
- Mask seals are discolored, not sealing as well as when new or show signs of tearing.
- Headgear is over-stretched or discolored.
- CPAP chamber shows evidence of deterioration including residue buildup on the heater-base, signs of cracking, or small water leaks.

Many insurance providers recognize the need for CPAP equipment and mask replacements, and may cover the cost of these items. Depending on your insurance, you may be able to receive a 3-month supply of filters and nasal pillows or cushions. A typical replacement schedule of your equipment is shown below:

Replacement Schedules*	
Product	Replacement
Disposable Filter	Two per month. Sent in a 3 month supply.
Reusable Filter	One every 6 months.
Nasal Pillows/ Cushions	Two per month. Sent in a 3 month supply.
Full Face Seal	Monthly
Tubing	3 Months
Mask Frame	3 Months
Chamber	6 Months
Headgear	6 Months
Chin Strap	6 Months

\*Insurance replacement schedules vary. Please contact your insurance provider for details.