



Dear Patient,

Your physician has prescribed Positive Airway Pressure (PAP) therapy as a treatment for sleep apnea. Apria has been selected to provide you with your PAP device. Apria is the leading provider of sleep therapy devices in the United States and is committed to providing you with the highest quality service.

Apria has obtained the medical necessity documentation and written orders that are required under the terms of your health coverage.

In order to comply with the treatment plan requested by your physician, Apria is providing you with the following:



**Your equipment and supplies**



**Find Instructions Online:**

Download patient instructions and manufacturer manuals from Apria's website [Apria.com/documents](http://Apria.com/documents)



**Easy-to-use setup guide**



If you need additional documents and don't have access to a smartphone or computer, give us a call at **(888) 492-7742**.

### **Need additional support? We're here to help!**

Apria's team is available to answer questions about the setup process and help troubleshoot any issues you may encounter while getting started on your sleep therapy.

Contact us at **(877) 265-2426**. An Apria team member is available to assist you with the following:



**Answer questions** about the setup process



**Arrange phone consultation** with an Apria Respiratory Therapist



**Troubleshoot**



**Schedule an in-person training session** at your local Apria branch

If you did not electronically sign an online Sales Service and Rental Agreement (SSRA), you will find a paper copy included in this package, along with a postage-paid, pre-addressed envelope. Please sign this SSRA and place it in the mail.

**IMPORTANT:** The SSRA is required for Apria to activate your account. Please read it carefully, complete the highlighted areas, and return it to Apria **within the next 5 days**.

If you have any questions or needs, we are just a phone call away. You can reach our team at **(877) 265-2426**.

For patients residing in Florida, Maryland, North Carolina or Washington, please review the information provided on the back side of this letter.

Thank you,  
Apria

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### **FOR PATIENTS RESIDING IN FLORIDA**

The Florida Healthcare Administration requires patients be provided the following information:

- To report a complaint regarding the services you have received, please contact the Florida Healthcare Administration Home Health Care Hotline by calling (888) 419-3456
- To report abuse, neglect, or exploitation, please call (800) 962-2873
- To report suspected Medicaid fraud, please call (866) 762-2237

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### **FOR PATIENTS RESIDING IN MARYLAND**

The Maryland Department of Health and Mental Hygiene requires patients be provided the following information:

- Apria may be contacted 24 hours per day, 7 days per week by calling (888) 492-7742
- Concerns may be directed to Apria by calling (800) 260-8808
- To report a complaint regarding the services you have received, please contact the Maryland Department of Health Hotline by calling (800) 492-6005

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### **FOR PATIENTS RESIDING IN NORTH CAROLINA**

The North Carolina Division of Health Service Regulation requires patients be provided the following information:

- To report a complaint regarding the services you have received, please contact the Division of Health Service Regulation Complaint Hotline by calling (800) 624-3004 (toll free within North Carolina) or (919) 855-4500

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### **FOR PATIENTS RESIDING IN WASHINGTON**

The Washington State Department of Health requires patients to be provided the following information:

- To report a complaint regarding the services you have received, please contact the Washington State Department of Health Complaint Hotline by calling (360) 236-2620 or by visiting their web site at [www.doh.wa.gov](http://www.doh.wa.gov)
- To access a list of licensed providers, visit the Washington State Department of Health web site [www.doh.wa.gov](http://www.doh.wa.gov)
- To report suspected abuse of children or vulnerable adults, call 866-END-HARM (866-363-4276)