

**You have nothing to lose and  
Success to Gain! Visit  
[www.DME-Solutions.com](http://www.DME-Solutions.com)  
today and sign up for the  
CRP Hotline Services!**

**Determine your goals  
and develop a plan**



- **Save Time!**
- **Save Money!**
- **Eliminate Stress caused by complaints!**
- **Stay Compliant!**
- **Sign up with CRP Hotline Service!**

**CALL FOR A DEMONSTRATION TODAY:**

**1-800-571-0867  
Extension 301**



DME-Solutions.com

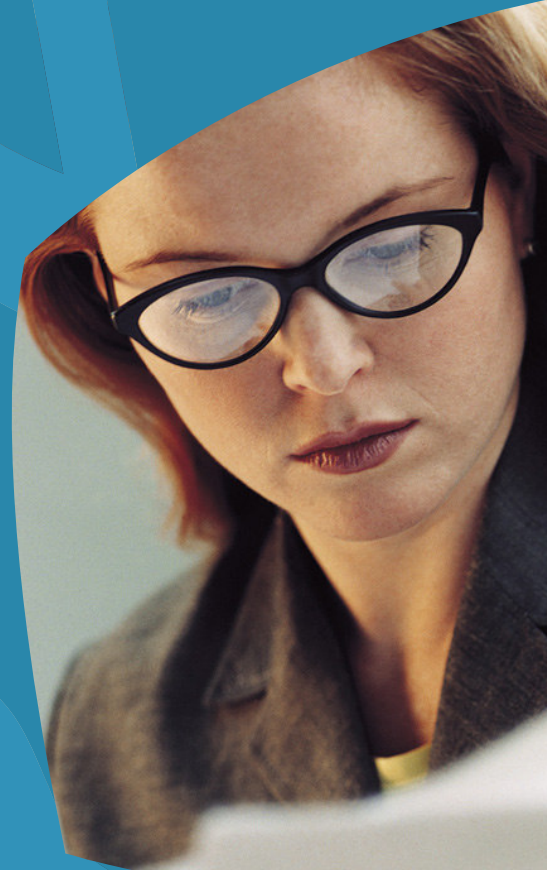
500 N State Hwy 78  
Blue Ridge, TX 75424 USA

(972) 838-0709  
(800) 571-0867 fax  
[www.dme-solutions.com](http://www.dme-solutions.com)



DME-Solutions.com

## Complaint Resolution Protocol



- 24 hour/ 7 day Access
- Email and Web delivery
- No busy Signals
- Toll-Free Hotline Number
- No per minute charges
- Unlimited Incoming Calls

#### **Medicare Supplier Standard #19**

A supplier must have a complaint resolution protocol established to address beneficiary complaints that relate to these standards. A record of these complaints must be maintained at the physical facility.

#### **Medicare Supplier Standard #20**

Complaint records must include: the name, address, telephone number and health insurance claim number of the beneficiary, a summary of the complaint, and any actions taken to resolve it.

#### **Quality Standard – Consumer Services #3**

Within five (5) calendar days of receiving a beneficiary’s complaint, the supplier shall notify the beneficiary, using either oral, telephone, e-mail, fax, or letter format, that it has received the complaint and that it is investigating. Within 14 calendar days, the supplier shall provide written notification to the beneficiary of the results of its investigation and response. The supplier shall maintain documentation of all complaints that it receives, copies of the investigations, and responses to beneficiaries.




---

- Nationwide Toll Free Number with Exclusive Hotline Extension

---

- Professionally Recorded Customized Messages

---

- Unlimited Usage Minutes and Voicemail Capacity

---

- Email Delivery of Recorded Calls

---

- No Additional Equipment or Staff Required

---

- Web-based Delivery and Administration

---

**Demo: (800) 571-0867  
Ext 301**



**DME-Solutions.com**

## Complaint Resolution Protocol Hotline Services

The CRP Hotline Service is a sophisticated voice messaging system that was developed to streamline the complaint resolution process for all providers and suppliers. CRP Hotline is the most cost effective way to stay compliant in today’s healthcare industry.

#### **HOW IT WORKS**

Callers with complaints against your employees, services, or products will call your Nationwide Toll Free Telephone number. They will then be prompted to enter your Exclusive Store Identification number. Upon dialing your extension, callers will be asked a series of questions designed to log the necessary data according to

Medicare requirements. Callers responses are stored in a digital voicemail file which can be delivered to your Compliance Officer via email.



For added convenience, you may check your messages through a web-based control panel. These voice files can then be saved as part of your record or log of customer complaints. Your Compliance Officer can store these digital files in a safe, secure place.

#### **KEEPING A LOG**

Once you have received the voicemail file, you or your Complaint Officer will then log the call in your CRP file. A customizable template is available at:

[www.DME-Solutions.com](http://www.DME-Solutions.com).

The Complaint Log Form is designed around your Hotline questions to ensure that all of the details of the complaint record are available in one place. There’s even room to make notes on action taken as well as a signature place to sign off on the complaint as completed. You can then put the log forms in a binder or folder for easy access and storage.

In the event of a Medicare Information Request or Review, you will have the confidence of having sufficient compliance with Medicare’s Supplier Standards.

#### **WHAT YOU GET**

With the CRP Hotline Service, you get the convenience of access to the Hotline 24 hours per day, 7 days per week for you and your callers. You get an affordable, easy-to-maintain, easy-to-access method of handling and logging all of your customer complaints. You get the confidence of providing the best customer service possible while staying compliant with Medicare Supplier Standards, plus so much more!