



NATIONAL HOME TRAINER RENTAL PROGRAM

FAST & EASY ORDERING

- FAX a completed order form to our office at 901-791-9499 (Downloadable order forms can be found on website)
- Call 800-537-3379 to order over the phone
- Order online <https://www.essentialcontrol.com/shop-2>

FRIENDLY & PERSONAL SERVICE

- Our compassionate staff understands the needs of your patients
- We have been in business since 1991

EVERYTHING FOR YOUR PROGRAM UNDER ONE ROOF

- Home biofeedback and stimulation units, sensors, electrodes, lead wire sets and adapters
- Clinical systems and supplies for in-office programs

FREQUENTLY ASKED QUESTIONS

Will private insurance pay for my medical equipment and supplies?

The patient pays for equipment and supplies ordered at the time of service. We do not accept assignment of private insurance for the rental or purchase of home units. We can, however, assist patients in filing their claims by providing them with the necessary insurance coding. If covered under their plan, the insurance company will reimburse the patient directly.

Where and when will the unit be delivered?

We will deliver to the clinician's office so that a patient can pick up the unit during an office visit, learn how to use the unit and then take the unit home. If the patient and clinician are confident that the patient knows how to operate the unit, delivery can be made to the patient's home. Units are shipped out the day the order is received, provided the order form is received by 2:00 CST with all blanks filled in (including credit card info) and the order form is signed by the patient. Please select the appropriate shipping speed and price for your needs on the order form.

When does the first day of the rental period begin?

The first day of the rental period will begin on the day the unit is delivered if going to a patient's home or appointment date if that date is noted on the order form. An adjustment to the start date (i.e. patient had to cancel appointment due to sickness, menstruation cycle, etc.) may occur once.

Will my rental payments apply to the purchase of the unit?

The first two months of rental payments can be applied to the purchase of the unit you are renting. Our clinicians have told us that within the first 60 days both they and the patient can usually form an opinion about the long term need for a home unit.

What kind of service can I expect from Essential Control Systems?

Essential Control Systems is a full service durable medical equipment dealer specializing in the treatment of pelvic muscle dysfunction and women's/ men's health. We carry products for patient rental or purchase and supplies and systems for clinician's offices. We pride ourselves on compassionate customer service, offering patients a place to call that deals exclusively with the equipment used to treat the conditions from which they suffer. Please remember that Essential Control Systems can assist the patient in the basic operation of the units we sell, but we are not legally or ethically able to give medical advice to the patient about their particular condition.

TIPS FOR TALKING WITH YOUR INSURANCE COMPANY

- Check with your insurance company about the coverage for DME (durable medical equipment)
 - The code for the EMG biofeedback home trainers is E-0746
 - The code for the electrical stimulation devices is E-0740
 - The code for all supplies (sensors, cables, and electrodes) is E-1399
- The insurance company may require a copy of the prescription or a letter of medical necessity (LOMN) from the referring physician. You can find an example of a LOMN on our website and fill in the required blanks.
- All claims are subject to medical review and could be denied.
- Verbal statements of coverage are not a guarantee of benefits. Ask for it in writing.
- Upon request, we will provide patients with a standard 1500 claim form that will allow them to file their claims easily using the formats preferred by insurance companies.