

CranioRehab.com

Therapy Products for the Head, Neck, Jaw, and Face.



We are dedicated to the treatment of head, neck and craniofacial patients. Our goal is to be a resource and partner in patient healing and recovery.

Business Names:

CranioMandibular Rehab, Inc. CranioRehab, AspenGoldMedical.com

Contact Info and Hours:

2600 W 29th Ave, Unit 102G

Denver, CO 80211

Hours: 9am-12:30pm. 1:30-4pm

Phone: 303-433-8770

Fax: 303-480-9115

Email: Support@CranioRehab.com

After hours: If you are having a medical emergency, please call 911 or go to your nearest emergency room. We are not equipped or staffed to handle medical emergencies. We are available during our office hours for all equipment related requests.

Programs and Products:

We provide mail order for jaw motion rehab systems and accessories, personal care products (hot and cold therapy, braces, wraps, dental care products), and assistive eating and drinking utensils.

Relief and Recovery Products

We carry a variety of products to help patients with orofacial pain, swelling, liquid and soft diets, TMJ disorder, Head & Neck Cancer, and oral function, including:

- Hot/Cold gel packs & JawBra Compressive wraps
- NutriSqueeze™ bottle for improved health on a liquid diet
- ROM scales for tracking jaw motion and therapy progression.



Equipment Warranty Information

Every product sold by our company carries at least a 1-year manufacturer's warranty. We will notify all patients of the warranty coverage, and we will honor all warranties under applicable law. CranioRehab will repair or replace, free of charge, covered equipment that is under warranty. In addition, an owner's manual with warranty information is included with the product. CranioRehab does not warranty any issues caused by normal wear and tear or patient abuse or neglect.



Complaints, Compliments, Requests

Did you have a problem with the service, equipment, or billing? Let us know so we can improve. If during the course of our service there were issues that need our attention, please do not hesitate to call. Your feedback is important in improving our service and products.



We take all complaints very seriously and will work to resolve them as soon as possible. Any complaints that cannot be immediately resolved will be reviewed and responded to by a manager within 5 days. If still unresolved, a written response will be sent within 14 days. In the event your complaint remains unresolved with us, you may file a complaint with our accreditor, The Compliance Team, Inc. at www.TheComplianceTeam.com or 1-888-291-5353.



Questions? Compliments? Complaints? Call us at 1-800-206-8381.

Or visit our website at www.CranioRehab.com for product information, brochures, scales and other products.



CRANIOMANDIBULAR REHAB, INC.
"HELPING PEOPLE SAY AHHHH!"™

WWW.CRANIOREHAB.COM
1-800-206-8381

MEDICARE SUPPLIER STANDARDS:

1. A supplier must be in compliance with all applicable Federal and State licensure and regulatory requirements.
2. A supplier must provide complete and accurate information on the DMEPOS supplier application. Any changes to this information must be reported to the National Supplier Clearinghouse within 30 days.
3. An authorized individual (one whose signature is binding) must sign the application for billing privileges.
4. A supplier must fill orders from its own inventory, or must contract with other companies for the purchase of items necessary to fill the order. A supplier may not contract with any entity that is currently excluded from the Medicare program, any State health care programs, or from any other Federal procurement or non-procurement programs.
5. A supplier must advise beneficiaries that they may rent or purchase inexpensive or routinely purchased durable medical equipment, and of the purchase option for capped rental equipment.
6. A supplier must notify beneficiaries of warranty coverage and honor all warranties under applicable State law, and repair or replace free of charge Medicare covered items that are under warranty.
7. A supplier must maintain a physical facility on an appropriate site.
8. A supplier must permit CMS, or its agents to conduct on-site inspections to ascertain the supplier's compliance with these standards. The supplier location must be accessible to beneficiaries during reasonable business hours, and must maintain a visible sign and posted hours of operation.
9. A supplier must maintain a primary business telephone listed under the name of the business in a local directory or a toll-free number available through directory assistance. The exclusive use of a beeper, answering machine or cell phone is prohibited.
10. A supplier must have comprehensive liability insurance in the amount of at least \$300,000 that covers both the supplier's place of business and all customers and employees of the supplier. If the supplier manufactures its own items, this insurance must also cover product liability and completed operations.
11. A supplier must agree not to initiate telephone contact with beneficiaries, with a few exceptions allowed. This standard prohibits suppliers from calling beneficiaries in order to solicit new business.
12. A supplier is responsible for delivery and must instruct beneficiaries on use of Medicare covered items, and maintain proof of delivery.
13. A supplier must answer questions and respond to complaints of beneficiaries, and maintain documentation of such contacts.
14. A supplier must maintain and replace at no charge or repair directly, or through a service contract with another company, Medicare-covered items it has rented to beneficiaries.
15. A supplier must accept returns of substandard (less than full quality for the particular item) or unsuitable items (inappropriate for the beneficiary at the time it was fitted and rented or sold) from beneficiaries.
16. A supplier must disclose these supplier standards to each beneficiary to whom it supplies a Medicare-covered item.
17. A supplier must disclose to the government any person having ownership, financial, or control interest in the supplier.
18. A supplier must not convey or reassign a supplier number; i.e., the supplier may not sell or allow another entity to use its Medicare billing number.
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.
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.
21. A supplier must agree to furnish CMS any information required by the Medicare statute and implementing regulations.
22. All suppliers must be accredited by a CMS-approved accreditation organization in order to receive and retain a supplier billing number. The accreditation must indicate the specific products and services, for which the supplier is accredited in order for the supplier to receive payment of those specific products and services (except for certain exempt pharmaceuticals).
23. All suppliers must notify their accreditation organization when a new DMEPOS location is opened.
24. All supplier locations, whether owned or subcontracted, must meet the DMEPOS quality standards and be separately accredited in order to bill Medicare.
25. All suppliers must disclose upon enrollment all products and services, including the addition of new product lines for which they are seeking accreditation.
26. Must meet the surety bond requirements specified in 42 C.F.R. 424.57(c).

PATIENT RIGHTS AND RESPONSIBILITIES

Patient Rights:

1. The patient has the right to considerate and respectful service.
2. The patient has the right to obtain service without regard to race, creed, national origin, sex, age, disability, diagnosis or religious affiliation.
3. Subject to applicable law, the patient has the right to confidentiality of all information pertaining to his/her medical equipment service. Individuals or organizations not involved in the patient's care may not have access to the information without the patient's written consent.
4. The patient has the right to make informed decisions about his/her care.
5. The patient has the right to reasonable continuity of care and service.
6. The patient has the right to voice grievances without fear of termination of service or other reprisal in the service process.

Patient Responsibilities:

1. The patient should promptly notify the Home Medical Equipment Company of any equipment failure or damage.
2. The patient is responsible for any equipment that is lost or stolen while in their possession and should promptly notify Home Medical Equipment Company in such instances.
3. The patient should promptly notify the Home Medical Equipment Company of any changes to their address or telephone.
4. The patient should promptly notify the Home Medical Equipment Company of any changes concerning their physician.
5. The patient should notify the Home Medical Equipment Company of discontinuance of use.
6. Except where contrary to federal or state law, the patient is responsible for any equipment rental and sale charges which the patient's insurance company/companies does not pay.