



At Handi Medical Supply, we're committed to making your sleep apnea therapy as comfortable and effective as possible. That's why we're excited to welcome you to the Wellness Checkup program with ResMed ReSupply™. Now you have a fast and worry-free way to help you regularly replace your disposable therapy supplies. The Wellness Checkup program can also help us address any issues you might be having with your equipment or therapy.

Here's what to expect:

- To set up your preferences, visit the ResMed ReSupply web portal at MyReSupply.ResMed.com. You can select how you'd like to be contacted about replacing your supplies. Options include receiving a phone call, email or text message.* When it's time to replace your supplies, you'll be contacted in your preferred method.
- If you receive phone calls, they will be from (844) 371-8195. Remember to save this number to your phone's contacts so you'll recognize it the next time you're called. The automated call system will greet you using your organization's name and ask you to identify yourself personally. You can respond to this and any other prompt using your voice or by pressing the appropriate key on your telephone keypad. Background noise may impact the quality of the call. If you have any issues with the automated system, say "customer service" to connect with a customer service representative.
- If you receive emails or text messages, you'll be directed to the ResMed ReSupply web portal.
- During your call, or within the web portal, you'll be asked a series of questions about your therapy and the condition of your equipment. Your request will be processed based on your responses as well as your insurance eligibility.

You can also visit the web portal anytime to request new supplies, change outreach preferences, ask questions using the secure message center, or update your insurance and contact information.

We hope you find this service to be a beneficial part of your ongoing support from Handi Medical Supply. For more information about the importance of replacing your supplies and replacement schedules, visit Resmed.com/WellnessCheckup.

Sincerely,

The Handi Medical Clinical Team – 651-287-3523

ResMed ReSupply automated system telephone number: (844) 371-8195

*Mobile device carrier charges may apply. During your setup appointment, you provided consent to receive these automated, artificial voice calls; additional consent is not required for the resupply service. You can update your notification preferences at any time on MyReSupply.ResMed.com.

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