



Mobility and independence start here.™

# Customer Handbook

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[www.numotion.com](http://www.numotion.com)

This handbook contains important wheelchair/equipment and consumer information.

Please read this handbook before using your equipment, and read all manufacturer manuals before using your equipment.

# Local Branch Information

Contact info for all Numotin locations can be found online at [www.numotion.com/locations](http://www.numotion.com/locations).

# About Numotion

## **Numotion Corporate Headquarters**

**1111 Cromwell Ave, Suite 601**

**Rocky Hill, CT 06067**

**Phone, 860.257.3443**

**National Customer Care Center Phone, 800.500.9150**

**Emergency Situations: Should a life threatening situation arise, it is suggested that you dial 911 immediately. For non-emergency situations please contact our office during business hours.**

Numotion is the nation's leading provider of Complex Rehab Technology (CRT), improving the lives of people with disabilities by enabling them to actively participate in everyday life. CRT is medically necessary, individually configured mobility products and services, including manual and power wheelchairs, designed to meet the unique medical and functional needs of individuals with significant disabilities and medical conditions to provide them with greater independence. Based in Brentwood, TN, Numotion has more than 150 locations across the country and serves more than 260,000 people.

Numotion is committed to promoting an environment where everyone, from every unique background, can do their best work. We strive for a workplace that reflects the communities we serve and we do not tolerate discrimination against our employees, customers and partners regardless of ethnicity, disability, gender identity, sexual orientation, religion, age, age, citizenship, marital or veteran status. Maintaining our standing as the industry leader in CRT comes from having a workforce with a diverse mix of minds, backgrounds and experiences, and we are committed to cultivating an inclusive work environment based in open dialogue, active listening and ongoing definitive actions.

**Our customers may see documents and paperwork with any one of several names. Numotion owns and operates locations incorporated as United Seating & Mobility LLC; ATG Connecticut, Inc.; ATG Designing Mobility, Inc.; ATG Rehab Specialists, Inc.; ATG Massachusetts, Inc.; ATG WCI, Inc.; ATG-Colorado, Inc.; Chesapeake Rehab Equipment, Inc.; Custom Healthcare, Inc.; and Gulf Coast Rehab Equipment, Inc. Any or all of these names are the Numotion family, and any paperwork or claims with any of these entities are valid for your order.**

**Numotion is proud to be accredited by the Accreditation Commission for Health Care (ACHC).**



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# Letter to Customers

Dear Customer,

On behalf of myself and our entire team, we'd like to take this opportunity to thank you for choosing Numotion for your mobility needs.

Our mission is to improve the lives of people with disabilities by enabling them to actively participate in everyday life. We strive to make the process of getting, and living with, mobility equipment as easy and efficient as possible. Numotion has consistently led our industry in developing innovative tools and processes to provide the best possible support to those using mobility equipment.

As your partner in mobility, we strive to always provide exceptional service throughout your journey with us. We pledge to focus on doing things right the first time, to be accountable and to work together as a team while maintaining a high level of integrity.

We believe our customers' input helps provide the best possible service. Your stories drive us and your feedback helps us consistently evaluate ourselves. We encourage you to share your experience with Numotion, or simply offer your story or suggestions at any time. Please visit our customer survey at [NumotionListens.com](https://NumotionListens.com) or for immediate concerns, call 800-500-9150.

Once again, thank you for trusting us with your business.

Sincerely,

A handwritten signature in black ink, appearing to read "Mike Swinford". The signature is fluid and cursive, with the first name "Mike" and last name "Swinford" clearly distinguishable.

Mike Swinford, CEO



As the nation's largest CRT provider, we meet a wide spectrum of mobility needs for our customers, including **CRT products and accessories, service and repair, medical supplies and educational courses and events seminars**. We deliver more value to clinicians and patients than any other provider thanks to our unique capabilities and commitment to driving better health outcomes.



#### Personalized Care

Providing each patient with equipment and supplies tailored for their exact needs.

- Partnerships with every major CRT equipment manufacturer.
- Individual support for insurance reimbursement processing and medical documentation.



#### Expertise

Helping clinicians and patients navigate insurance and compliance.

- 400+ Assistive Technology Professionals and 1,000+ service and seating technicians.
- In-house clinical education and benefits processing teams.



#### Access

Delivering nationwide service and support to patients where they live and work.

- 150 branches, 6 funding/billing centers and 2,000+ health plan agreements.
- Home delivery, service and repairs nationwide.



#### Advocacy

Ensuring legislation and policies allow patients to receive the best possible care.

- Consistent presence at federal and state levels.
- Partnerships with major national organizations.



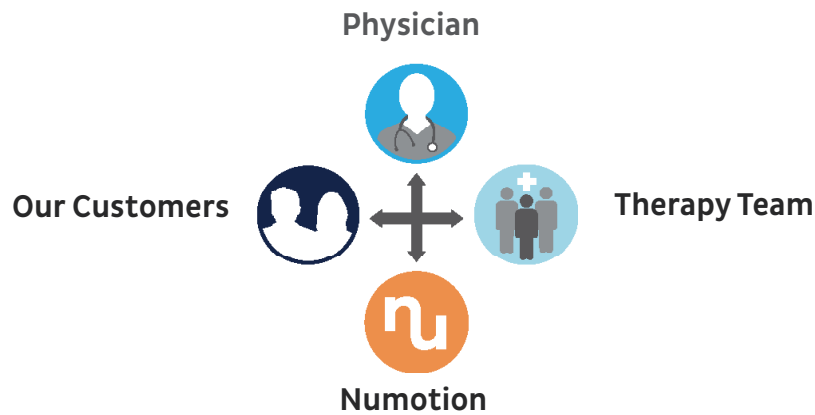
#### Service & Repair






Innovative repair options at home, in a branch, and after-hours support.

- Live, remote service via HIPAA compliant mobile video app.
- Preventive maintenance and loaner programs help customers maintain mobility.

# Solutions to Meet Every Need

Numotion works with you and your healthcare team to build a customized mobility and medical supply solution tailored for your specific needs. Because we have the largest breadth of products of any provider in our space, we are able to ensure you get the equipment and supplies to maximize your independence.



	Solutions	Products
<b>Complex Rehab Technology</b> 	Customized wheelchairs to provide mobility and meet the specific medical needs of each individual.	<ul style="list-style-type: none"> <li>• Complex and Power Wheelchairs</li> <li>• Complex Manual Wheelchairs</li> </ul>
<b>Specialized Mobility Solutions</b> 	Innovative products to help disabled individuals maximize their ability to participate in everyday life.	<ul style="list-style-type: none"> <li>• Specialty Wheelchairs</li> <li>• Standing Mobility</li> <li>• Strollers</li> <li>• Power Scooters</li> </ul>
<b>Medical Supplies</b> 	Specialized supplies to support a customer's total healthcare needs.	<ul style="list-style-type: none"> <li>• Urology Supplies</li> <li>• Incontinence Supplies</li> <li>• Wound Care</li> </ul>
<b>Home Accessibility</b> 	Equipment and services to help customers optimize their independence while at home.	<ul style="list-style-type: none"> <li>• Specialized Beds</li> <li>• Ramps &amp; Stair Lifts</li> <li>• Bathing &amp; Toileting Equipment</li> </ul>
<b>Vehicle Accessibility</b> 	Transportation solutions to support travel for both customers and their mobility equipment.	<ul style="list-style-type: none"> <li>• Wheelchair Accessible Vehicles*</li> <li>• Vehicle Lifts</li> <li>• Pediatric Car Seats</li> </ul> <p><small>* Numotion is a marketer of accessible vehicles only. Actual product sales are handled by third-party partners.</small></p>

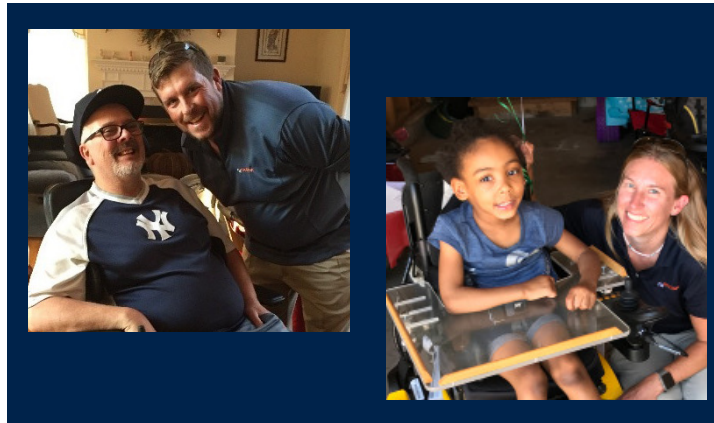
# Working With Numotion

Our mission is to improve the lives of people with disabilities by enabling them to actively participate in everyday life. We strive to make the process of getting, and living with, mobility equipment as easy and efficient as possible. Numotion has consistently led our industry in developing innovative tools and processes to provide the best possible support to those using mobility equipment. That's why wheelchair users rated Numotion highest in overall satisfaction compared to other major providers, as well as the highest rating in service and repair satisfaction.\*

\* Satisfaction ratings based on a research study by Boston Consulting Group

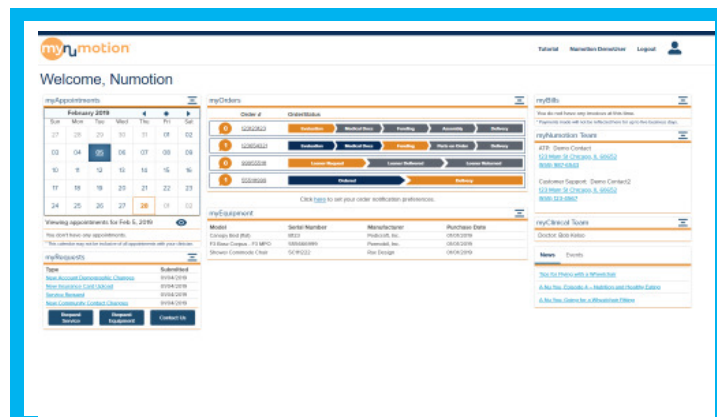
## Your ATP as an Advocate & Guide

Your Assistive Technology Professional (ATP) is a very important member of your mobility team. Along with your doctor and therapists, they help analyze your unique needs, assist in the selection of the appropriate equipment and train on how to properly use the specific equipment. Your ATP is supported by Numotion's expansive Customer Care team who will guide you through the insurance process and provide ongoing service and support.



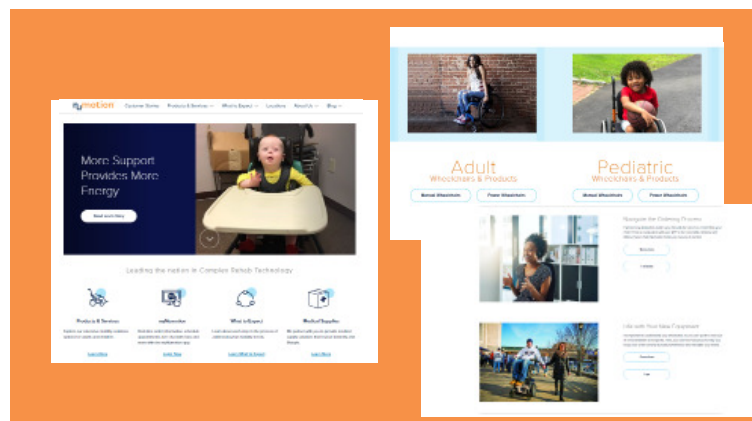
## myNumotion Customer Portal

Stay informed and easily access self-service tools by registering for myNumotion, our industry-leading customer portal. Track your equipment order throughout the process, get live customer support via chat, make service requests and manage billing and payment. **Register at myNumotion.com.**



## Online Customer Resources

In order to get the most out of your new equipment and navigate life as a wheelchair user, Numotion has created extensive online resources on a range of topics. Visit Numotion.com for videos, white papers and blog posts on topics specifically for wheelchair users ranging from diet and fitness, travel tips, parenting and more.



# Customer's Bill of Rights & Responsibilities

## **Your Customer Bill of Rights includes, but is not limited to the right to:**

- Be fully informed in advance about service/care to be provided and any modifications to the service/care plan.
- Participate in the development and periodic revision of the plan of service/care.
- Informed consent and refusal of service/care/treatment after the consequences of refusing service/care or treatment are fully presented.
- Informed in advance of the charges, including payment for service/care expected from third parties and any charges for which the customer will be responsible.
- Have your property and person be treated with respect, consideration, and recognition of customer dignity and individuality.
- Choose your health care company/provider.
- Be given appropriate and professional quality services without discrimination due to race, creed, color, religion, gender, national origin, sexual preference, disability or age.
- Be free from physical and mental abuse, neglect and exploitative practices.
- Be able to identify visiting staff members through proper identification.
- Voice grievances/complaints or recommend changes in policy, staff, or service/care without restraint, interference, coercion, discrimination, or reprisal.
- Have grievances/complaints regarding equipment or care that fail to be furnished, or lack of respect of property be investigated.
- Confidentiality and privacy of all information contained in the customer record and of Protected Health Information.
- Be advised on company's policies and procedures regarding the disclosure of clinical records.
- Be informed of any financial benefits when referred to an organization.
- Be informed of your responsibilities.
- Be informed of provider service/care limitations.
- Receive timely responses to any requests for services.

## **Customer Responsibilities - you have the responsibility to:**

- Provide, to the best of your knowledge, accurate and complete information concerning your medical condition, allergies and any other pertinent information.
- Follow the plan of care or service recommended by your physician.
- Care for, use as instructed and return loaner or rental equipment in good condition, normal wear and tear excepted.
- Pay for the replacement cost of any equipment damaged, destroyed or lost due to misuse, abuse or neglect.
- Notify Numotion of any equipment malfunction or defect, and allow company technicians to enter premises to repair, relocate, or provide substitute equipment.
- Be responsible for any payment not paid by your insurance company, except where not allowed by law.
- Make it known that you clearly understand the equipment and services being provided, and request further information concerning anything you do not understand.
- Notify Numotion of any changes in your status, including, but not limited to: insurance, address, name, doctor and medical condition.
- Assist in developing and maintaining a safe home environment.
- Inform Numotion when you will not be able to keep a scheduled appointment.

## Equipment Process – Evaluation to Delivery

1. The order is initiated by contact from you, your doctor or your therapist. Initial information is recorded. This includes your name, address, phone, insurance information, what type of equipment are you using currently, and your diagnosis.
2. After a discussion with your therapist or doctor Numotion will verify your insurance coverage. We will ask if you have met your yearly out of pocket, your co-pay amount, how much will insurance will cover, and what documentation is required to gain prior authorization. We reverify your insurance coverage several times during the process, including at the beginning, before we order the equipment, and prior to delivery. If we discover any change in your coverage then we will contact you immediately. It is your responsibility to notify Numotion of any changes in any of your insurances, including Medicare and Medicaid coverage. Not notifying us of any changes can result in delay of delivery of equipment or increased out-of-pocket costs for you.
3. Once insurance is verified or payment is secured a date to evaluate your equipment will be scheduled. This appointment can be done at a wheelchair clinic, your home, or at a facility. It will include a Numotion seating and mobility specialist, your therapist and/or nurse, and sometimes your doctor. Your equipment options will be discussed with you, and measurements will be taken of your body to ensure you get the proper size equipment. Bring information to this appointment on your existing equipment: what type, where you got it, who paid for it, how old is it. During this appointment you will be asked to sign an evaluation checklist, which authorizes Numotion to have access to your medical info. You will also sign documentation acknowledging the need to notify us of any insurance changes and that you will be responsible for the cost of any non-covered items, co-pays or deductibles.
4. After your evaluation, your therapist and your doctor will complete the necessary paperwork for us to submit to your insurance. Prior authorization is needed for most insurance types. This time frame varies depending on your Insurance. (Generally less than 30 days, but sometimes longer.)
5. Once we receive the authorization from your insurance we will place an order for your equipment. We will reverify your insurance at this time.
6. Due to the complicated nature of the equipment we provide, it can take 1-3 weeks for all of the components to arrive. Once we receive the equipment, our technicians will assemble based on the evaluation notes.
7. Insurance is verified one more time, and then Numotion will contact you and/or your therapist to deliver the equipment. At the time of delivery, operating instructions and safe use of the equipment will be reviewed. You will receive important warranty and safety info.
8. If you need repair or adjustment please contact your local Numotion office.

# Product Information – Manual Wheelchairs

## OPERATING INSTRUCTIONS

- 1. Folding and unfolding the wheelchair.** To fold, simply lift up under the center of the front edge of the seat upholstery. To unfold, tilt the chair slightly to one side to raise the wheels on the opposite side off the floor, then press down on one or both seat rails. (*Please note: some ultra-lightweight wheelchairs do not fold.*)
- 2. Applying the wheel locks.** Push forward on the lock tips (or pull back on the pull-to-lock type), until the locks snap into the locked position. Do not attempt to enter or exit the wheelchair without having the locks securely engaged. These will need adjusting from time to time.
- 3. Folding the footplates, up into a vertical position.** If the footplates are equipped with heel loops, these must first be pulled forward over the rear of the foot plates. The footplates can then be folded up into the vertical position by lifting up on the inside edges of the footplates.
- 4. Releasing and swinging away the front rigging.** Whether the wheelchair is equipped with standard footrests or elevating legrests, this procedure permits the user to make much closer approaches for easier, safer transfers to beds, toilets, automobiles, etc. Simply activate the release mechanism and swing the front rigging around to the side of the wheelchair. While in this swing away position, the front rigging can also be removed from the chair entirely by lifting it off. This removal will make lifting the chair or loading into a car much easier for the caregiver.

From the swing-away position, the front rigging can be returned to the standard position by simply swinging back to the front of the wheelchair. It will lock automatically in the forward position. If the front rigging has been removed from the chair, simply replace it in the swing-away position, then swing it back to the standard front position when required.

- 5. Elevating legrest adjustment.** If the wheelchair is equipped with elevating legrests, the legs of the user can be elevated by simply lifting the leg rests up to the desired position. To lower them again, support the leg rest with one hand while activating the elevation release mechanism with the other and lower to the desired position.
- 6. Footrest length adjustment.** The position of the footplate on either standard footrests or elevating legrests is adjustable to fit the user's leg length. The foot plate should be adjusted to support the weight of the user's foot and lower leg in such a position that permits weight bearing by the thighs. A footrest adjustment that is too low will result in a line of pressure under the thigh, at the front edge of the seat upholstery. An adjustment that is too high will raise the user's knees and cause excessive weight to be borne by the buttocks. Either situation increases the risk of pressure sores. The knees and hips of the user should be at approximately the same level.

The lowest edge of the footplate must be at least two inches above the floor to provide safe clearance when negotiating ramps or inclines. Loosening the adjustment bolt with a wrench, telescoping the footplate in or out to achieve the desired position, then retightening the bolt securely, makes this adjustment.

## Product Information – Manual Wheelchairs

- 7. Removing and replacing detachable arms.** This feature permits lateral or sliding transfers to and from the side of the wheelchair. Release the arm lock on the front receiver socket and lift the arm from the center to avoid binding. To replace the arm, simply reverse the procedure. Attention to the location of the rear receiver socket will make replacing the arm easier.
- 8. Wheelchairs equipped with desk-length detachable arms permit closer approaches to tables or desks.** If it is occasionally desirable to have arm support more forward on these models, this is easily accomplished by swapping sides and reversing the desk-length arms. *(Please note: Reversing the arms without swapping sides will narrow the distance between the arms and could result in an accident. Wheelchairs with wraparound or spacer-saver style arms cannot be reversed.)*
- 9. Use of the tipping levers.** Although many wheelchairs are equipped with tipping levers designed to allow a caregiver or attendant to assist in negotiating curbs and other small-level changes, this procedure must be performed with extreme caution and should be attempted only at the advice of your therapist or physician. Injury could result from tipping the wheelchair on its rear wheels.

**Tipping levers extend from the bottom rear of the wheelchair frame, just inside the large rear wheels.** The attendant should apply pressure downward with one foot on the end of one tipping lever while pressing down on the push handles of the wheelchair. This technique makes small level changes much easier.

**If anti-tipping devices, which prevent using the above procedure, have been installed on your wheelchair, they should not be removed or adjusted without first consulting your therapist or physician.**

- 10. Special Features.** The driver/technician delivering your wheelchair will demonstrate the above basic operating procedures as well as any other special features or extra accessories that were ordered on the chair. These might include such things as: seat positioning or safety belts, grade-aids or hill-holders, wheelchair tray, hemi or low seat frame, reclining back, and many others. Some of these accessories are provided for your safety, and the wheelchair should not be used without them in the correct functioning position.

# **Product Information – Power Wheelchairs and Scooters**

A power wheelchair is one of the most expensive and service-intensive mobility products. The use of high-tech electronics in today's power wheelchairs results in the need for the user to observe certain precautions to operate them in a safe, reliable manner. Scooters, although not as expensive or as technically advanced, have some similarity with regard to certain safety precautions.

## **Owner's Manual**

The tremendous variety of features and designs found in modern power wheelchairs and scooters makes it impossible to cover the specific operating instructions for every model of every manufacturer in these brief instructions. It is essential that the user studies and understands the information in the owner's manual provided with all new power wheelchairs or scooters by the manufacturer. A regular review of information in the owner's manual is also recommended. The owner's manual is always the most reliable source of information about these products.

## **Prudent Use**

Always operate your power wheelchair or scooter well within its reasonable capabilities as well as within your own. Do not attempt to negotiate steep inclines, either up or down. Avoid operating your chair or scooter laterally across inclines; approach even moderate inclines directly, straight up or straight down. Operate your wheelchair or scooter only on hard, relatively smooth surfaces. Avoid rough terrain and soft surfaces such as gravel, sand, and thick grass. As you move about in your power wheelchair or scooter, observe the surface ahead of you to avoid getting stuck or running over bumps, holes, etc. that might turn you over, cause you to be thrown out, or severely damage your wheelchair or scooter.

## **Service and Maintenance**

Have your power wheelchair or scooter serviced only by qualified power wheelchair technicians. The high-tech electronics and complex circuitry in your chair should not be adjusted, serviced, or repaired by even the best-intentioned hobbyist or experimenter. Individuals who are highly competent to service other electrical or electronic products may not be knowledgeable regarding power wheelchairs. Do not install accessories that have not been specifically approved by the manufacturer for use on your power wheelchair. Even approved accessories must be properly installed.

# Product Information – Power Wheelchairs and Scooters

## Battery Safety

All batteries intended for use on power wheelchairs and scooters contain lead and sulfuric acid and can be quite dangerous. The sulfuric acid is highly caustic and corrosive. Also, during the charging process, these batteries produce hydrogen gas, which is highly flammable and can be explosive. For these reasons, installation, handling, and servicing of these batteries should also be left to properly trained technicians. Charging should always take place in an open, well-ventilated area away from living and sleeping facilities. The batteries may be the wet type, sometimes referred to as lead-acid batteries, or they may be the sealed type, sometimes referred to as sealed lead-acid batteries or SLA batteries.

Numotion only provides sealed batteries. The sealed type battery may also be referred to as a Gel Cell or an Absorbed Glass Mat Battery (AGM). The sealed battery enhances safety and reduces maintenance in several ways.

Sealed batteries are virtually maintenance free, and there is no need to add distilled water to maintain the electrolyte level.

## Battery Replacement

Although battery life in power wheelchair and scooter service will vary greatly depending upon patterns of use, the average life of a good quality battery of the correct size and type will usually range from six months to one year. Although they look very much alike, wheelchair batteries are quite different from conventional automobile batteries. Wheelchair batteries are deep-cycle batteries. They are designed to be discharged relatively slowly over a longer period of time and then recharged more slowly for longer periods. Automotive batteries are used for starting a car. They are designed to provide a brief burst of power to start the engine and are quickly recharged by the alternator in the car. Automotive batteries WILL NOT perform well or last very long in deep-cycle service. It is actually quite dangerous to use a “maintenance-free, sealed type, non-serviceable” automotive battery in deep cycle service. The longer periods of charging can cause them to explode. Also, contrary to popular belief, marine batteries are frequently NOT deep-cycle batteries; most are used strictly for starting purposes. It is also important to note that if you change from wet batteries to sealed batteries, even though both may be designed for deep-cycle service, you should have your technician confirm that your battery charger is suitable for the new type battery. Only a qualified power wheelchair technician has the knowledge of wheelchairs, batteries, and chargers, all of which have to be matched correctly, to avoid problems. The actual cost of the batteries may be the smallest expense in the wheeled mobility package, but is the most critical for reliability and safety.

# Product Information – Power Wheelchairs and Scooters

## Electromagnetic Interference

Tests by the Food and Drug Administration (FDA) have determined that Electromagnetic Interference (EMI) can, under certain conditions, cause power wheelchairs and scooters to move unintentionally and/or erratically, or cause unintended release of the brakes. The most common sources of EMI are radio waves emitted from cellular phones, mobile two-way radios (like those used in police, fire, emergency medical vehicles and taxi cabs), walkie-talkies, CB radios, and amateur (ham) radio transmitters. Other possible sources of EMI are microwave ovens, industrial RF heating equipment, scientific or industrial telemetry equipment and certain medical diagnostic equipment such as magnetic resonance imaging (MRI) machines. Areas in close proximity to TV or radio broadcast stations are frequently heavily saturated with EMI. Certain new devices associated with computer systems may also be a source of EMI.

Some power wheelchairs and scooters have been shielded by the manufacturer to minimize the effect of EMI, but this “immunity level” cannot be made perfect or fool-proof. Even though you may have used your wheelchair or scooter for some time, and have never experienced unintended, erratic motion, or unintended brake release, you should always be alert to this possibility if you are exposed to any sources of radio waves. If unintended, erratic motion or unintended brake release should occur, turn the power wheelchair or scooter OFF as soon as it is safe to do so. You should also report the incident to the manufacturer.

It is important to note that adding accessories or components or otherwise modifying your power wheelchair or scooter may reduce its immunity level to EMI.

Be alert to any nearby sources of radio waves, for example: hand-held cellular phones, microwaves, walkie-talkies, etc. being used by others. (Note – this is not a complete list of devices that may affect your chair) Be aware of passing emergency vehicles that may be operating two-way radios, and, of course, be aware if you are in the vicinity of radio or TV broadcast stations.

Avoiding accidents caused by EMI simply requires prudent use of electronic devices, being aware of your surroundings, and taking common sense precautions.

# Using Your Equipment – Safety, Maintenance and Cleaning

**These are basic guidelines and you should refer to your owners' manual for specific safety precautions and maintenance for your wheelchair, scooter or other medical equipment.**

- Keep your chair free of excess dirt, mud, moisture and road salt. Once a month, wipe your wheelchair with a damp cloth and general purpose cleaner.
- Inspect your wheelchair to ensure that all nuts, bolts, and hardware are properly tightened.
- Ensure that your wheel locks are properly adjusted, and confirm that they lock the drive wheels securely.
- Check hand grips and the rubber tips on the tipping levers to ensure that they are tight and secure.
- Check for proper footrest length adjustment.
- If your physical condition or body weight changes significantly, check with your physician or therapist to confirm that your wheelchair is still appropriate.
- Avoid developing pressure sores from prolonged sitting by frequently practicing some type of weight shift.
- Do not lean forward in your wheelchair unless both feet are flat on the floor. This is particularly important for users with heavy leg casts using elevating leg rests.
- During transfers, make sure power wheelchairs are turned off and wheel locks are engaged.
- If you have pneumatic tires, check for proper tire pressure weekly.
- Do not use or turn on other communication devices such as cellular phones, walkie-talkies, or CB radios while your power wheelchair or scooter is on.
- Use only batteries approved for use with scooters and power wheelchairs.
- Do not go up or down stairs or on steep inclines – doing so may result in some chairs tipping over.
- Post all important numbers, and program emergency numbers into your speed dial .
- Post a list of medications that includes name of medications, recommended dosage and prescribing doctor's name and contact information.
- Change smoke detector batteries twice a year when you change the clocks.

## Using Your Equipment – Safety, Maintenance and Cleaning

- Remove clutter in halls, around bed, and tables. Remove or secure all rugs on the floor. Pad sharp edges of furniture.
- If in an emergency you would require assistance to get out of your home, contact your local fire department and provide advance notice of your needs.
- In case of fire, have a practiced plan in place to safely escape your home. Install smoke detectors, fire alarm and/or a fire extinguisher. Avoid smoking in bed and handle all flammable materials in a safe manner.
- Notify the electric company if you have medical equipment that requires electricity in case of power outage.
- Do not overload outlets. Use a surge protector strip for more than 2 items. Use only grounded outlets for medical equipment. Avoid contact with water while using electrical appliances.

# Service and Repair

We know your wheels are your independence, and we're able to provide you with fast, reliable and convenient service. Contact us as soon as you notice signs that your wheelchair is not functioning correctly.

## Service at a Numotion Location

You have the option bring your chair to our office to be fixed by one of our highly trained technicians while you wait. We recommend service in our shop as more parts, tools, and dedicated workspace are available. If you cannot visit our office, we can also dispatch a technician to your home, healthcare facility, school, or job.

There are some repairs that must be performed in our shop; or those that will take more than one day, and we may be able to provide a rental wheelchair, if a clinically appropriate one is available at the servicing location.

## Remote Service

We are leading the way with technology designed to deliver the fastest resolution of your service issues. Leveraging a secure, safe and reliable phone app, we connect you with a certified service technician who speaks with you or a caregiver on the phone. The app manages a live video stream that allows our tech to diagnose many issues without a visit. This insight allows the tech to order a part for installation at a scheduled time or in some cases talk you through simple procedures to resolve the problem completely.

## Service Technicians

Our service technicians play an important role in keeping you safe and comfortable. Before working with customers, our Numotion technicians attend a structured training program. Here, they learn about all the technical aspects of wheelchairs and how to provide the best service for our customers.

Each center uses specialized testing, equipment and tools. We're also staffed with certified experts who have years of experience with a variety of wheelchair manufacturers and other brands. We're always here to help — even if you didn't buy your product from Numotion.

## Safety and Performance Inspection

We know exactly what should be expected from a wheelchair. To ensure your wheels meet our high expectations, we perform a safety and performance inspection at every service appointment. This gives you and us the peace of mind that your equipment is working as well and safely as possible. We do a thorough inspection of all the wheelchair components, including:

- Electronics
- Motor assemblies
- Wheel assemblies
- Casters
- Cushions
- Positioning devices
- Arm and foot rests
- Frame

## Transfer Policy

Please note that Numotion policy does not allow our technicians to perform any service or repairs to a wheelchair while the user is seated in the chair, nor can our technicians assist with transfers. Make arrangements to have caregiver assist available, if needed to transfer the user out of the chair, so that we may safely do any repairs and prevent risk of injury to the wheelchair user.

## Rental and Loaner Wheelchairs

- Rental and loaner wheelchairs are the property of Numotion. Rentals will be provided within the guidelines of your insurance carrier. Rentals or loaners may be provided when a repair takes longer than usual or when there is a delay in obtaining new equipment. Loaners will be subject to availability and may not match the wheelchair it is replacing.
- Rentals and loaners are to be maintained in good condition. Normal wear and tear is expected. If the wheelchair is misused, damaged, lost, stolen, sold or otherwise missing then you will be responsible for the cost of replacement.

## Customer Compliments, Complaints, and Grievances

Any customer who wants to communicate information to Numotion, positive or negative, is encouraged to do so. **Any customer who feels his/ her rights have been denied, who desires further clarification of rights or who desires to lodge a complaint or express dissatisfaction with any aspect of service or equipment, may contact a manager at the local branch providing service or call our National Customer Care Center at 800-500-9150**, without fear of reprisal by Numotion or any of our employees. You can expect a response within 3 days, although it may take longer to resolve certain issues. If we don't resolve your concern, you may also call our accrediting organization, ACHC, at 855-937-2242.

## Child and Elder Abuse

If you are aware of any situations involving the possible abuse, neglect, or exploitation of a child, contact the National Central Abuse Registry at 800-422-4453 or go to [www.childwelfare.gov/contact.cfm](http://www.childwelfare.gov/contact.cfm). To report possible abuse, neglect, or exploitation of an elderly person, call 800-677-1116 or go to <https://ncea.acl.gov/Resources/State.aspx>. These national contact centers can provide additional state and local contact information.

## Use of Latex Notice

Numotion employees may use latex gloves during physical contact between staff and customers or their equipment. Please alert staff immediately if you have an allergy to latex or ever had a reaction to latex. These symptoms could include itching, hives, runny nose, itchy/teary eyes, rash, trouble breathing, nausea, facial swelling or swelling in other parts of the body and/or anaphylactic shock. If you experience these symptoms, contact your health care provider or dial 911.

## Emergency Preparedness

Our equipment is designed to operate through routine inconveniences, such as brief power losses during storms. There are potential emergencies during which your needs may exceed the reasonable resources we can provide (flood, fire, other natural disaster, etc.) Consider your emergency plans.

- If you are vulnerable because of immobility, dependent on medical equipment which requires electrical power, or living in an area likely to require evacuation in a major storm - we encourage you to create a plan and be prepared. Consider community resources like offices of the local Civil Defense or Red Cross. Many localities/agencies encourage those in need of medical assistance or who are equipment dependent to preregister for transportation, shelter or assistance.
- Resuscitation Guidelines: It is expressly understood that all staff will provide emergency assistance to the maximum level of their knowledge and training. However, it is not company policy that an employee is CPR trained and certified. Consult state guidelines for any specific requirements for professional staff.

## Equipment Warranty Information

Every new item sold by Numotion carries a manufacturer's warranty. Length and terms of the warranty vary; specific information will be provided with your equipment. Numotion will honor all warranties under applicable law. This may include repairing or replacing equipment that is under warranty at no charge to you. Numotion honors all manufacturers' warranties on parts for the products we sell. Warranty claims are processed according to manufacturers' guidelines and in accordance with the law. Labor charges may apply to replace specific warranty parts. If you choose to purchase used equipment, original manufacturer warranties will not apply.

Most of the equipment that Numotion sells is custom/special order and is not returnable. However, if a piece of equipment is found to be substandard or defective, Numotion will accept the return of that equipment; and at Numotions' discretion, repair or replace the equipment.

Title to rental equipment will transfer to the consumer if/when it has been paid to purchase per Medicare or insurance rules. Any remaining manufacturer's warranty will also transfer to the consumer. If rented equipment, during the rental period, needs repairs, it will be repaired or replaced (at Numotions' discretion) at no charge to the consumer, unless the consumer was directly responsible through abuse or misuse of the rental equipment. Once title transfers to the consumer, any non-warranty repairs will be the financial responsibility of the consumer.

## Labor Charges

Our labor charges are not covered by the manufacturer's warranty. We do provide a sixty (60) day warranty on our labor from the date of purchase of the equipment. After sixty (60) days, we charge the current labor rate per hour for service and warranty work.

## Insurance Coverage

Many services are covered by insurance. We accept most major funding sources and health plans. For services not covered by insurance, we accept check or credit card payments.

## Billing and Financial Responsibility

We are committed to providing you with the best possible service and equipment. We accept Medicare, Medicaid, and most insurance payers, striving to help you receive the maximum allowable benefit. IN order to achieve this goal, we need your assistance and your understanding of our billing and payment policies.

1. If you have an out-of-pocket financial responsibility (usually for insurance co-payments and deductibles, and for any items non-covered by your insurance plan), it is expected to be collected prior to delivery. We accept cash, check, money orders, Care Credit and credit cards. Returned checks and balances older than 30 days may be subject to additional collection fees and interest charges.
2. You need to provide us with a copy of your insurance card(s) or your ID and Group numbers so that we may verify insurance coverage and let you know whether we can bill to your insurance plan.
3. For private insurance, the customer is responsible for any co-payments and unmet deductible, or for the entire balance if the insurance carrier denies payment.
4. For Medicare, the customer is responsible for Medicare 20% co-payments and the deductible(s). You may have a supplemental plan that will pay these amounts.
5. Numotion will usually accept assignment on your secondary or supplemental policies. We will notify you in advance if we cannot accept assignment on these. If we agree to bill your secondary or supplemental policy, you will still be financially responsible for any charges that may be denied.
6. In some cases, Numotion will not accept assignment on charges that are considered too small to incur reasonable billing costs. We will always notify you in advance.
7. You have the right to inquire about insurance authorizations or denials obtained by Numotion. Upon request, copies of these documents can be made available upon approval from a Numotion Manager.
8. You have the responsibility of notifying Numotion of any changes in your insurance coverage, including changes in employment that may affect your coverage.

# Medicare DMEPOS Supplier Standards

The products and/or services provided to you by Numotion are subject to the supplier standards contained in the Federal regulations shown at 42 Code of Federal Regulations Section 424.57(c). These standards concern business professional and operational matters (e.g., honoring warranties and hours of operation). The full text of these standards can be obtained from the U.S. Government Printing Office website at [www.ecfr.gov/cgi-bin/text-idx?c=ecfr&SI8faa91945881bf-476ca44232f-b4eb75e&rgn=div8&view=text&node=42:3.0.1.1.11.4.5.8&idno=42](http://www.ecfr.gov/cgi-bin/text-idx?c=ecfr&SI8faa91945881bf-476ca44232f-b4eb75e&rgn=div8&view=text&node=42:3.0.1.1.11.4.5.8&idno=42). Upon request we will furnish you a written copy of the standards.

## Medicare/Medicaid Information

### What is Medicare?

Medicare is a Federal insurance program that primarily serves people over 65, whatever their income; and also may cover younger disabled people and dialysis patients. Beneficiaries pay part of the costs through deductibles and co-payments. It is basically the same everywhere in the United States and is run by the Centers for Medicare & Medicaid Services, an agency of the federal government. Medicare has three parts: Part A is Hospital Insurance; Part B is Medical Insurance and covers doctor visits and home medical equipment. Part D covers prescription medications.

### What is Medicaid?

Medicaid is a jointly funded, Federal-State health insurance program for certain low-income and needy people. It covers approximately 60 million individuals including children, the aged, blind, and/or disabled, and people who are eligible to receive federally assisted income maintenance payments. Medicaid benefits cover most health care costs. Medicaid programs vary from state to state. Contact the State medical assistance office to get information on the Medicaid program in your State.

### What is "assignment" in the original Medicare Plan and why is it important?

Assignment is an agreement between Medicare and doctors, other health care providers, and suppliers of health care equipment and supplies (like wheelchairs, hospital beds, and some supplies). Doctors and suppliers who agree to accept assignment accept the Medicare-approved amount as payment in full for Part B services and supplies.

You pay the coinsurance and deductible amounts. In some cases (such as if you have both Medicare and Medicaid), your health care providers and suppliers must accept assignment. If assignment is not accepted, charges are often higher. This means you may pay more. In addition, you may have to pay the entire charge at the time of service. Medicare will then send you its share of the charge.

# Medicare/Medicaid Information

## I have more than one insurance, how do I know who pays first?

If any of the following situations apply to you, your other insurance may be primary to Medicare, meaning the other insurance pays first:

- You have Medicare; are still working; and are covered by your employer's health insurance plan;
- You have Medicare, are retired, but your spouse is working and has a health plan that also covers you; or
- You are injured on the job, in an automobile accident, or slip and fall at a shopping center (worker's compensation, auto insurance or liability insurance may cover the cost of medical care related to the accident).

You can contact the Coordination of Benefits Contractor at 1-800-999-1118 for questions about, or to report changes in, your primary insurance. Medicare has a dedicated "Coordination of Benefits Contractor" that keeps track of when Medicare is primary or when another insurer is primary. If you have other insurance and it pays after Medicare, it is usually a supplemental insurance. Supplemental insurance often covers the deductible and/or co-payments required by Medicare. Examples include:

- Retiree insurance from your former employer or union;
- Medigap insurance;
- Tricare for Life (for military retirees); and
- Medicaid

If you change your supplemental insurance, or are experiencing problems with supplemental insurance payments, you need to call your old and new supplemental insurance companies.

## What is an Advanced Beneficiary Notice (ABN)?

An ABN is a written notice that you may receive from physicians, providers, or suppliers, before they furnish a service or item to you, notifying you:

- That Medicare will probably deny payment for that specific service or item in your case.
- The reason the physician, provider, or supplier expects Medicare to deny payment.
- That you will be personally and fully responsible for payment if Medicare denies payment.

An ABN also gives you the opportunity to refuse to receive the service or item, and to decide whether or not you want a Medicare claim to be filed.

When you receive an ABN:

- The ABN protects you from unexpected financial liability in cases where Medicare denies payment. The "bad news" is that Medicare probably will not pay. The "good news" is that you now have the opportunity to choose whether or not to receive the service or item.

## Medicare/Medicaid Information

- The ABN helps you to make an informed consumer decision about whether to obtain the service or item and be prepared to pay for it (that is, either out of your own pocket or by your other insurance coverage) or to choose not to receive it.
- The ABN allows you to have your claim reviewed by Medicare if you do receive the service or item. This also means that you will have the right to appeal Medicare's decision.

### **Medicare payment for Capped Rental items (including hospital beds, patient lifts, many manual and power wheelchairs and some wheelchair accessories).**

If your physician has prescribed a capped rental item for you, if you meet Medicare coverage guidelines, Medicare will pay for this item(s) on a monthly rental basis. Medicare will pay rental for 13 months; at the end of 13 months, ownership of the equipment will transfer from Numotion to you. Once you own the equipment, it is your responsibility to arrange for any needed service or repairs; Medicare may help with the costs. During the rental period, Numotion is responsible for maintaining your equipment in good working order. Contact us if you have any problems with your rental equipment. Medicare rental coverage may end before conversion to purchase if (1) your physician has documented that you have only a short term length of need for this item; (2) you stop using the equipment in your home on a regular basis; (3) you leave your home and are admitted to a hospital or nursing facility; or (4) you change your insurance to a different type of coverage. It is your responsibility to notify Numotion if you stop using your equipment, if you move from your current home, or if you change insurance.

### **Medicare Payment for Items deemed “Inexpensive or Routinely Purchased” (including canes, crutches, walkers, most commodes, most wheelchair options and accessories).**

If your physician has prescribed equipment for you that Medicare classifies as “Inexpensive or Routinely Purchased”, Medicare allows either purchase or rental of these items. If Medicare is billed for rental, they will pay only up to the purchase price.

Numotion only offers this equipment on a purchase basis. If you wish to rent, you may contact other providers. By accepting delivery of this equipment, you agree to ownership of the item.

### **More Information About Medicare**

Patients are encouraged to contact their physician, health care provider or supplier with concerns and questions. To speak to someone at Medicare call 800.633.4227, TTY users call 877.486.2048.

# State Specific Information

## Florida Residents

**Complaints:** If you have a complaint, please contact us as soon as possible so we can assist in resolving your concern. Call your local branch, or our National Customer Care Center at 800-500-9150. If you are unhappy with the presented solutions you may contact the Florida Agency for Health Care Administration (AHCA). To report a complaint to the ACHA regarding the services you receive call 866-419-3456.

**Abuse, Neglectful or Exploitative Practices:** Florida has a hotline for reporting any abuse, neglectful or exploitative practices. To report call 800-562-2673.

**Medicaid Fraud:** To report suspected Medicaid fraud call 866-966-7226.

**Special Needs Registry:** Florida maintains a Special Needs Registry to assist in cases of emergencies with sheltering and evacuation. The County Emergency Management Agency will be notified through the special needs registration process of those people who are electrically dependent on equipment, such as oxygen concentrators or ventilators. We can help you get enrolled if you need assistance. The State web site is <https://www.floridadisaster.org/snr/>

# Numotion Notice of Privacy Practices

## **THIS NOTICE DESCRIBES HOW HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED, AND HOW YOU CAN GET ACCESS TO YOUR IDENTIFIABLE HEALTH INFORMATION.**

### **REVIEW THIS NOTICE CAREFULLY**

This Notice describes how healthcare information about you may be used and disclosed and how you can get access to this information. It applies to the health services you receive at Numotion.

We will share your health information within Numotion to carry out our treatment, payment, and health care operations. The law requires us to maintain the privacy of certain health information called “Protected Health Information” (“PHI”). PHI is the information that you provide us or that we create or receive about your health care. When we use or disclose (share) your PHI, we are required to follow the terms of this Notice or other notices in effect at the time we use or share the PHI. Finally, the law provides you with certain rights described in this Notice. Furthermore, we are required to notify you following a breach of unsecured PHI.

If you have any questions about this notice please contact Numotion’s Privacy Officer at the address and telephone number provided below.

### **Ways We Can Use and Share Your PHI Without Your Written Permission (Authorization)**

The information you provide us will/may be shared with other organizations directly related to providing the equipment you need, like hospitals and clinics. We do not need any type of permission from you for the following uses and disclosures:

Uses and Disclosures for Treatment, Payment and Health Care Operations. We may use and share your PHI to provide “Treatment,” obtain “Payment” for your Treatment, and perform our “Health Care Operations.”

- i. **Treatment.** We use and share your PHI to provide care and other services to you. For example, to assess and provide appropriate equipment for your injury or illness. In addition, we may contact you to provide appointment reminders or information about treatment options. We may also share PHI with other healthcare providers involved in your care.
- ii. **Payment.** We may use and share your PHI to receive payment for services that we provide to you. For example, we may share your PHI to request payment and receive payment from Medicare, Medicaid, your health insurer, HMO, or other company or program that arranges or pays the cost of some or all of your health care.
- iii. **Health Care Operations.** We may use and share your PHI for our health care operations, which include management, planning, and activities that improve the quality and lower the cost of the care that we deliver. For example, we may use PHI to review the quality and skill of our health care providers.

# Numotion Notice of Privacy Practices

## **Treatment Alternatives**

We may use or disclose your PHI to provide you with information about treatment alternatives or to tell you about other health-related services we provide that might interest you.

## **Business Associates**

In addition, we may share PHI with third party “business associates” who perform activities and services on our behalf, including those we hire to perform services like auditing or accounting. We will have a written agreement with these business associates that requires them to protect the privacy of your health information.

## **Your Other Health Care Providers**

We may also share PHI with your doctor and other health care providers when they need it to provide treatment to you, to obtain payment for the care they give to you, or to perform certain health care operations.

Public Health and Safety Activities. We may disclose your information to public health agencies or for public health activities. For example, we may share your PHI for the following:

- i. to report health information to public health authorities for the purpose of preventing or controlling disease, injury, or disability;
- ii. to report abuse and neglect to government authorities, including a social service or protective services agency, that are legally permitted to receive the reports;
- iii. to report information about products and services to the U.S. Food and Drug Administration;
- iv. to alert a person who may have been exposed to a communicable disease or may otherwise be at risk of developing or spreading a disease or condition;
- v. to report information to your employer as required under laws addressing work-related illnesses and injuries or workplace medical surveillance; and
- vi. to prevent or lessen a serious and imminent threat to a person for the public’s health or safety.

## **Respond to Lawsuits and Legal Actions**

We may share your PHI in the course of a judicial or administrative proceeding in response to a valid subpoena, court order or other lawful process.

## **Work with a Medical Examiner or Funeral Director**

We may share PHI with a coroner or medical examiner as authorized by law.

# Numotion Notice of Privacy Practices

## **Organ and Tissue Requests**

If you are an organ donor, we may share your PHI with organizations that facilitate organ, eye, or tissue procurement, banking, or transplantation.

## **Research**

In certain circumstances, we may use your information in order to conduct research. If we do so, certain privacy protections have to be in place before we can disclose your health information and we will almost always ask for your specific permission before providing a researcher with information that identifies you.

## **Workers' Compensation**

We may share your PHI as permitted by or required by state law relating to workers' compensation or other similar programs.

## **Law Enforcement and Special Government Functions**

We may share your PHI with law enforcement officials in limited circumstances as required or permitted by law, or to authorized federal authorities for intelligence, counterintelligence or national security purposes. We may also disclose your health information as required by military authorities if you are a member of the armed forces.

## **Health Oversight**

We may share your PHI with a health oversight agency that oversees the health care system or ensures compliance with government health programs, such as Medicare or Medicaid to prevent or lessen a serious and imminent threat to a person for the public's health or safety, or to certain government agencies with special functions such as the State Department.

## **As Required by Law**

We may use and share your PHI when required to do so by any other law not already referred to above.

## **Family, Close Friends or Others Involved in Your Care**

We may share your PHI with your family member/relative, a close personal friend, or another person who has been involved in your care or payment for your care.

## **Disaster Relief**

We may share your PHI to a public or private entity authorized by law or by its charter to assist in disaster relief efforts.

# Numotion Notice of Privacy Practices

## Uses and Disclosures Requiring Your Written Permission (Authorization)

Use or Disclosure with Your Permission (Authorization). For any purpose other than the ones described above, we may only use or share your PHI when you grant us your written permission (authorization). For example, you will need to give us your permission before we send your PHI to your life insurance company. You may change your mind about your authorization or any written permission regarding your PHI by giving or sending a written “revocation statement” to the Privacy Officer at the address below. The revocation will not apply to the extent that we have already taken action where we relied on your permission.

### **Marketing**

We must also obtain your written permission (authorization) prior to using your PHI to send you any marketing materials paid for by a third party. However, we may communicate with you face to face about products or services related to your treatment, case management, or care coordination, or alternative treatments, therapies, health care providers, or care settings. For example, we may not sell your PHI without your written authorization.

### **Uses and Disclosures of Your Highly Confidential Information**

Federal and state law requires special privacy protections for certain highly confidential information about you for example psychotherapy notes or HIV/AIDS testing. Numotion does not typically maintain this type of information and if we do, we will apply any additional protections required by law should we use or disclose it, or remove it.

### **Your Rights Regarding Your Protected Health Information**

For Further Information; Complaints. If you want more information about your privacy rights, are concerned that we have violated your privacy rights, or disagree with a decision that we made about access to your PHI, you may contact our Privacy Officer using the contact information provided at the end of this Notice or you can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696- 6775, or visiting [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/). We will not take any retaliatory action against you if you file a complaint.

### **Right to Receive Confidential Communications**

You may ask us to send PHI to a different location than the address that you gave us, or in a special way, or to contact you at a different phone number. You will need to ask us in writing. For example, you may ask us to send a copy of your medical records to a different address than your home address. We will accept all reasonable requests.

# Numotion Notice of Privacy Practices

## **Right to Inspect and Copy Your Health Information**

You may request copies (for a reasonable fee) and/or access to your medical record file, billing records, and other records. You have a right to a copy of your records, if part of a “designated record set” in electronic format, as reasonably available. You can review your medical records and/or ask for hard copies. Under limited circumstances, we may deny you access to a portion of your records. If you want to access your records, you may obtain a record request form from Numotion. Return the completed form to the Privacy Officer.

## **Right to Amend Your Records**

You have the right to request that we amend PHI maintained in medical record files, billing records, and other records used to make decisions about your Treatment and payment for your Treatment. If you want to amend your records, you may obtain an amendment request form from the Privacy Officer. After which, you can return the completed form to the Privacy Officer. We will comply with your request unless we believe that the information that would be amended is correct and complete or that other circumstances apply.

## **Right to Receive an Accounting of Disclosures**

You may ask for a list (accounting) of certain disclosures of your PHI made by us. These disclosures must have occurred before the time of your request, and we will not go back more than six (6) years before the date of your request. If you request an accounting more than once during a twelve (12) month period, we will charge you a reasonable cost based fee. Direct your request for an accounting to the Privacy Officer.

## **Right to Request Restrictions**

You have the right to ask us to restrict or limit the PHI we use or disclose about you for treatment, payment, or health care operations. With one exception, we are not required to agree to your request. If we do agree, we will comply unless the information is needed to provide emergency treatment. Your request for restrictions must be made in writing and submitted to the Privacy Officer at the address below. We must grant your request to restrict disclosure of your PHI to a health plan if you have paid for the health care item in full out of pocket.

## **Right to Receive a Copy of this Notice**

If you ask, you may obtain a copy of this Notice, even if you have agreed to receive the notice electronically.

## **Right to Choose Someone to Act for You**

If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your PHI. We will make sure the person has this authority and can act for you before we take any action.

# Numotion Notice of Privacy Practices

## Effective Date and Duration of This Notice

**Effective Date.** This Notice is effective as of September 16, 2020.

### Right to Change Terms of this Notice

We may change the terms of this Notice at any time. If we change this Notice, we may make the new notice terms effective for all Protected Health Information that we maintain, including any information created or received prior to issuing the new notice. If we change this Notice, we will post the new notice in common areas throughout our facilities, and on our Internet site at [www.numotion.com](http://www.numotion.com). You also may obtain a copy of the current Notice by contacting the Privacy Officer.

**Questions or concerns:** You may contact the Privacy Officer for additional information:

**Privacy Officer, Legal and Compliance Dept.**

**Numotion**

**1111 Cromwell Avenue**

**Suite 601**

**Rocky Hill, CT 06067**

**Phone: 860.899.2790**

*Version 1.3*

*Effective September 16, 2020*

# Numotion<sup>(1)</sup> Non Discrimination Notice

Numotion complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Numotion does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Numotion provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters; and
- Written information in other formats (large print, audio, accessible electronic formats and other formats).

Numotion provides free language services to people whose primary language is not English, such as:

- Qualified interpreters; and
- Information written in other languages.

If you need these services, contact the Civil Rights Coordinator.

If you believe that Numotion has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

Civil Rights Coordinator  
1111 Cromwell Avenue, Suite 601, Rocky Hill, Connecticut, 06067  
T: (860) 899-2750 Ext 58668 or TTY 711  
civilrightscordinator@numotion.com

You can file a grievance by phone or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, DC 20201  
1-800-368-1019, 800-537-7697 (TDD)

[1] United Seating and Mobility, LLC d/b/a Numotion

# Numotion<sup>(1)</sup> Non Discrimination Notice

## Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-(860) 899-2750 Ext 58668 (TTY: 711).

## 繁體中文 (Chinese)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-(860) 899-2750 Ext 58668 (TTY: 711)。

## Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-(860) 899-2750 Ext 58668 (TTY: 711).

## 한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-(860) 899-2750 Ext 58668 (TTY: 711) 번으로 전화해 주십시오.

## Tagalog (Tagalog – Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-(860) 899-2750 Ext 58668 (TTY: 711).

## Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-(860) 899-2750 Ext 58668 (телетайп: 711).

## العربية (Arabic)

اذ إنك تحدثت ركذ اة غللا، نإف تامدخ ة د عاسملا ة يو غللا رفا وت كل ناجملا ب. لصتا مقرب 711 (مقر فتا همصلا مكبلا و: 1-(860) 899-2750 Ext 58668). ة طو حلم:

## Kreyòl Ayisyen (French Creole)

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-(860) 899-2750 Ext 58668 (TTY: 711).

## Français (French)

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-(860) 899-2750 Ext 58668 (ATS : 711).

## Polski (Polish)

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-(860) 899-2750 Ext 58668 (TTY: 711).

# Numotion<sup>(1)</sup> Non Discrimination Notice

## Português (Portuguese)

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-(860) 899-2750 Ext 58668 (TTY: 711).

## Italiano (Italian)

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-(860) 899-2750 Ext 58668 (TTY: 711).

## 日本語 (Japanese)

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。

1- (860) 899-2750 Ext 58668 (TTY:711) まで、お電話にてご連絡ください。

## Deutsch (German)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1- (860) 899-2750 Ext 58668 (TTY: 711).

## فارسی (Farsi) Persian

(860) 899-2750 Ext 58668

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