



AN OVERVIEW OF HOME MEDICAL
AND DURABLE MEDICAL EQUIPMENT
SUPPLIES AND SERVICES

WELCOME GUIDE





Welcome to the world of Home Medical Equipment (HME) and Durable Medical Equipment (DME). Whether you are a patient recovering at home, a caregiver managing a loved one's daily needs, or a case manager coordinating complex care, this guide is designed to help you navigate the often-overwhelming landscape of home healthcare.



A Trusted Partner



At the heart of this journey is APA Medical, a partner dedicated to "simplifying the DME experience" so you can focus on what matters most: health and comfort.

1

Understanding the Basics: What is DME?

Durable Medical Equipment refers to reusable medical equipment used in the home to provide therapeutic benefits or improve quality of life.

- **Examples:** Wheelchairs, hospital beds, walkers, nebulizers, and lift chairs.
- **Home Medical Supplies:** These are often disposable items needed for daily care, such as incontinence products, catheters, and wound care supplies.

The Challenge: Stepping into this world often means dealing with insurance authorizations, confusing product options, and the stress of installation.

The Solution: You don't have to do it alone. APA Medical acts as a "dedicated health partner, not just a provider."



2

For Patients & Caregivers: Your "Peace of Mind" Checklist



If you are new to caring for yourself or a loved one at home, APA Medical offers a structured 5-step process to ensure nothing falls through the cracks.

The APA Promise

A trusted partner since 1970 ”

01

Connect:

Call (612-722-9000) and speak to a real person.
(Stat: **94% of calls are answered within 20 seconds**).

02

Clarify:

Experts help you identify the exact product you need and explain your insurance coverage upfront.

03

Coordinate:

APA handles the paperwork, doctor approvals, and service agreements for you.

04

Deliver:

Equipment is scheduled, tracked, and delivered (often with professional installation for complex items).

05

Reorder:

For supplies like catheters or incontinence aids, the Auto-Resupply Program ensures you never run out.

Checklist (cont.)



SAFETY & COMFORT AT HOME

- **FALL PREVENTION:**

APA specializes in installing **grab bars, handrails, and ramps**. A home assessment can identify "trip hazards" you might miss.

- **MOBILITY:**

As a flagship dealer for **Golden Technologies**, APA offers lift chairs that are fitted to your specific height and weight, ensuring safe standing and sitting.

- **RENTALS:**

Not ready to buy? You can rent hospital beds, wheelchairs, and knee walkers for short-term recovery.



For Case Managers & Coordinators: Your "Reliability" Partner

Your time is valuable, and your patients' needs are urgent. APA Medical has built a specific infrastructure to support the professional side of care.



The Case Manager Knowledge Resources

APA Medical provides a suite of professional tools found on their website to streamline your workflow:

- **Medical Supply Coverage Guide:** Leverage the guide to get everything you need to know about HCPCS codes, descriptions, coverage policies, authorization requirements, and quantity limits for various medical supplies and equipment.
- **Incontinence Products Policy & FAQs:** Please get the 2020 updates to billing procedures, authorization requirements, and product usage guidelines, etc.
- **Downloadable Forms:** Access critical documents instantly, including:
 - *Face-to-Face Encounter Forms*
 - *Advance Beneficiary Notice (ABN)*
 - *Medicare Criteria Sheets*



Why Partner with APA

- **Speed:** With high call-answer rates and expert and speedy processing, discharge delays are minimized.
- **Compliance:** APA is BOC Accredited and a Medicare Provider, ensuring all billing and equipment standards meet federal regulations.
- **Continuity:** From hospital discharge to home installation, APA bridges the gap, reducing readmission risks caused by lack of equipment.

The human touch in medical equipment

4

Essential Resources Toolkit

Keep these resources handy for your daily needs. Most of them are available through the APA Medical website or by phone, making the information you need accessible right when you need it.



New Product Catalog Flipbook

Browse the full, visual range of APA Medical's DME, HME, and supply offerings. A comprehensive resource for patients, caregivers, and case managers to quickly compare product features and brands.

Auto-Resupply Program

Patients needing monthly incontinence, urological, or other recurring supplies without the hassle of reordering.

Blog/Patient Education

Stay informed on the latest product trends, safety tips, and best practices for daily living at home. Examples include guides on "Choosing the Right Lift Chair," "Proper Use of Mobility Aids," and "Making Your Home Safe with Grab Bars."

Digital Ordering Platform

Case managers and coordinators who need to place efficient, trackable orders online and manage patient documentation digitally.

Home Installation Team

Schedule professional setup of custom ramps, grab bars, and bathroom safety equipment to ensure home safety and compliance.

Showroom (Minneapolis)

Visit in-person (3115 E. 38th St) to checkout mobility aids, lift chairs, and scooters before purchasing.



5 A Final Welcome Note

At APA Medical, we know that home medical equipment isn't just about products; it's about dignity, comfort, and the freedom to live life fully. This understanding drives our mission of empathy and diligence, especially when it comes to the needs of the clients we serve.

Medical equipment is more than just hardware; it is the key to independence and safety.

01.

To the Patient: You are reclaiming your comfort.

02.

To the Caregiver: You are supported in your labor of love.

03.

To the Case Manager: You have a reliable extension of your team.

READY TO START?



Call Now.

612-245-9000

Mon-Fri,
8:00 AM – 5:00 PM