



*Creating Better Lives*

To Our Valued Customers and Referral Sources,

March 9, 2018

Since 1941, Monroe Wheelchair has been trusted by generations of families for their Durable Medical Equipment needs. We sincerely appreciate your patronage over the years and we are always committed to honor that loyalty with industry leading customer service.

The healthcare industry has changed significantly over the last 5-10 years. Our aging population combined with expanded coverage regulations have resulted in significantly higher health care costs to the Medicare and Medicaid programs as well as Private Insurance companies. In response to those higher costs, all insurers we are contracted with have significantly reduced the amount they pay for highly utilized standard Durable Medical Equipment (i.e. canes, walkers, commodes, and hospital beds). With many of these items the amount we are paid by an insurer is now less than it cost us to provide the item. Due to these reductions Monroe Wheelchair has made the decision to no longer bill insurers for standard Durable Medical Equipment.

**Please know WE ARE STILL IN THE DME BUSINESS and will continue to provide these products in all of our locations on a private pay basis at extremely competitive rates. We stock the largest inventory of Durable Medical Equipment in New York State.**

**This change will also enable Monroe Wheelchair to give even more focus to our 2 main product lines; Complex Rehab Technology equipment and Augmentative and Assistive Communication devices.** Over the last 25 years Monroe Wheelchair has become a nationally recognized leader in the provision of these products. **All of our current participating provider insurer contracts will remain in place and we will continue to bill those insurers for Complex Rehab Technology equipment and Augmentative and Assistive Communication devices.**

With that, we are more committed than ever to live up to our mission of Creating Better Lives.

We will begin this transition on April 1st, 2018. For all DME claims currently in process we will continue to process those orders. Additionally we will continue to provide, service, and bill all DME currently being rented.

All of our contracted health insurers have been notified of this change to help assure a continuum of care.

Doug Westerdahl  
President

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