



June 1, 2002

Subject: New Medical Equipment Provider for Redwood Care Network\*

Dear HPR Member:

You now have a new, exclusive provider for home medical equipment (HME). HPR has contracted with Apria Healthcare to provide all your HME services effective July 1, 2002.

Here is what this change means for you:

- **You can still pick up your diabetic supplies from an HPR participating pharmacy.**
- **If you are currently renting equipment from another company, a representative from Apria will telephone you before July 1 to assist you with an exchange.**
- **If you pick up or have delivered equipment or supplies from another company, please begin getting these items from a convenient Apria location beginning July 1.**
- **Your HPR physician is aware of the change to Apria.**

Because HME items received from non-Apria providers will not be covered after June 30, 2002, we encourage you to contact Apria as soon as possible for your ongoing services. We have included a list of approved Apria office locations and telephone numbers on the back of this letter. Apria staff can help you get the HME you need or transfer your HME account from another provider.

*Para obtener información o asistencia en español, por favor llame al servicio para miembros al <XXX-XXXX> o <XXX-XXXX>, Ext. <XXX>.*

Thank you for selecting HPR and for helping us ensure that you receive high-quality, cost-effective HME services. If you have any questions about your health plan, please call HPR Customer Services at <XXX-XXXX> or <XXX-XXXX>, Ext. <XXX>, Monday through Friday between 8 a.m. and 5 p.m. The hearing and speech impaired can use the California Relay Service's toll-free number: <XXX-XXXX> (TTY/TDD). Ask for Health Plan of the Redwoods at <XXX-XXXX>.

Sincerely,  
Member Relations Manager

*\*Redwood Care Network (RCN) participating providers, including all participating primary care physicians, are independent contractors and are not agents or employees of HPR.*