



 Solutions Webinar

Introducing PRISM

Your Essential Partner in Home Self Care



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Webinar Tips for Attendees



Questions

You can submit a question anytime by using the “Question” area of your control panel. We will reserve time for Q&A at the end of the session.



Audio

Your audio will be streaming through your computer speakers.



Recording

After the webinar ends, registrants will receive a notification through email with a URL link of the recording for on-demand viewing.

- Our History
- Who we Serve
- Value Proposition
- Benefits
- Pillars of Success
- How it works in MicroMD EMR

AGENDA



OUR HISTORY

Essential partner in home self care

Our mission is to lead the health care community into the future, set new standards in home medical supplies, while combining efforts with industry partners to bring patient care to a higher level.



2006

Humble beginnings as a one-man operation, serving the local community with medical supplies to their doorstep



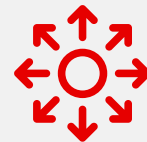
2009

Took the business beyond North Carolina to expand the footprint through the mid-Atlantic region



2012

After capturing mid-Atlantic, expanding further to four distribution centers building a significant impression through southern territories



2014

Presence amplified once again with the addition of three more distribution centers thereby increasing customer service capabilities and expanding service offerings



2019

Completed the goal of full national reach with 10 distribution centers across the United States



2021

Expected to service over one million lives and celebrated new partnership with Henry Schein Medical

SPECIALTY CATEGORIES

Seamless home delivery in specialty categories



WOUND CARE



UROLOGY



BP CUFFS



THERAPEUTICS



PEAK FLOW METERS



MATERNITY



OSTOMY



COMPRESSION



BRACING

VALUE PROPOSITION

At Home Self-Care Continuum



Health Benefit
Plan



A convenient, comprehensive service connecting patients to supplies ordered by their providers, delivered quickly to their **home**, while maximizing coverage through their health benefit plan.



Home Delivery



Expanding a provider's formulary, supporting any prescribed plan of care with covered medical supplies, for patients receiving supplies to their **home**.



Care
Coordination



Care coordination delivered effectively by a dedicated team of specialists well versed in the dynamics of coverage and health plan networks for patients to receive supplies to their **home**.

BENEFITS FOR PATIENTS



Industry-Leading Delivery Time

National distribution network allows next-day delivery on complete orders received by 4 p.m., including weekends.



Comprehensive Care Coordination

Effectively navigating all insurances through a dedicated team of specialists well versed in the dynamics of coverage for patients receiving supplies at home. If we cannot service the patient ourselves, as part of our miss, we find someone who can and will care for the patient.



Insurance Coverage Specialists

Full service medical biller, working with the patient and their health plan to maximize coverage, minimize out of pocket expense.

BENEFITS FOR CLINICIANS



Providing Partner

Work directly with clinicians to get products to the patient as quickly as possible while adhering to their requests in addition to top patient self-care.



Specialty Distributor

Expanding a provider's formulary, supporting any prescribed plan of care with covered medical supplies, for use by a patient at home.



Easing the Clinician's Burden

We proactively check in with patients/caretakers to ensure they have the supplies they require, and any other needs are met.

PILLARS OF SUCCESS

1. Commit

We make **bold commitments** to patients while building strong relationships with industry partners and health care providers, as well as constant commitment to one another.



**Industry-leading
delivery times**



**Clinical, industry,
and regulatory
compliance**



**Specialized,
solutions-based
service**

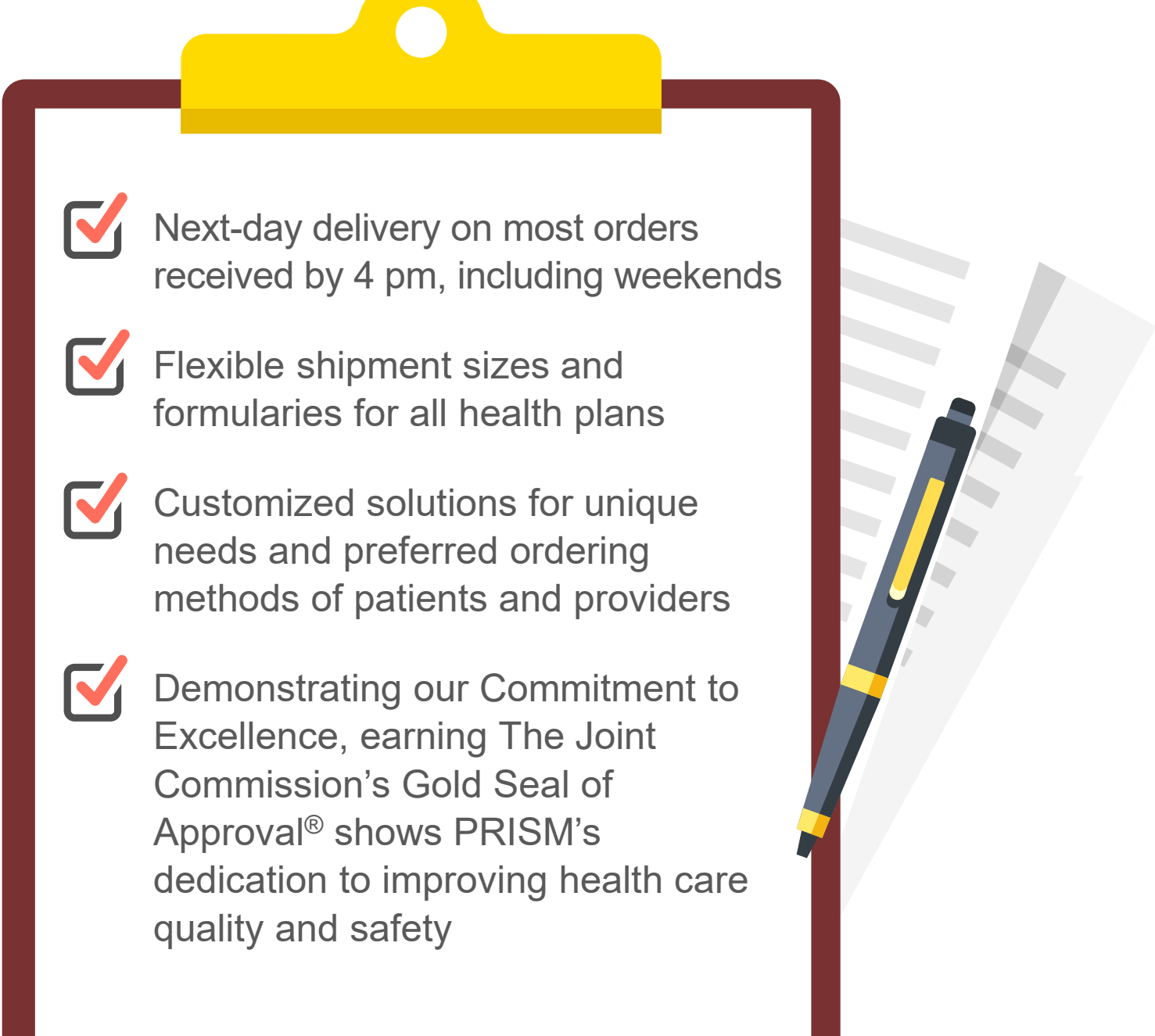


**Streamlined
ordering process**

PILLARS OF **SUCCESS**

2. Follow Through

With unrelenting determination, we consistently follow through with all commitments.

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- ✓ Next-day delivery on most orders received by 4 pm, including weekends
 - ✓ Flexible shipment sizes and formularies for all health plans
 - ✓ Customized solutions for unique needs and preferred ordering methods of patients and providers
 - ✓ Demonstrating our Commitment to Excellence, earning The Joint Commission's Gold Seal of Approval® shows PRISM's dedication to improving health care quality and safety

PILLARS OF SUCCESS

3. Follow Up

True partnership is achieved through productive communication with focus on superior care completed by constant **follow up** with all our clients.



Efficient order-status **communication**



Dynamic team dedicated to and specialized in insurance, billing, client care, logistics, and account management services

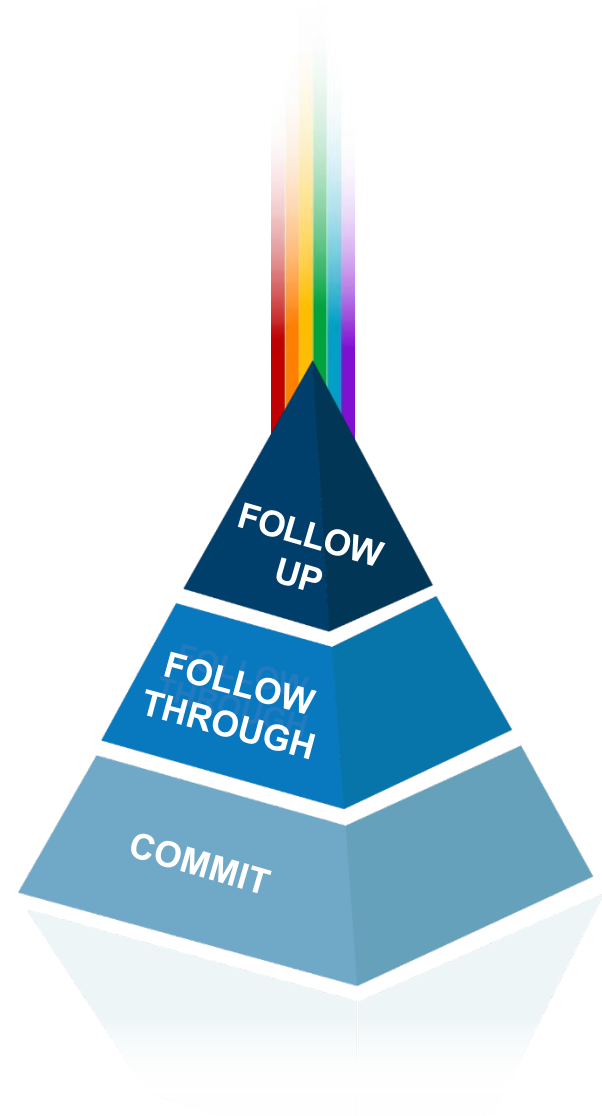
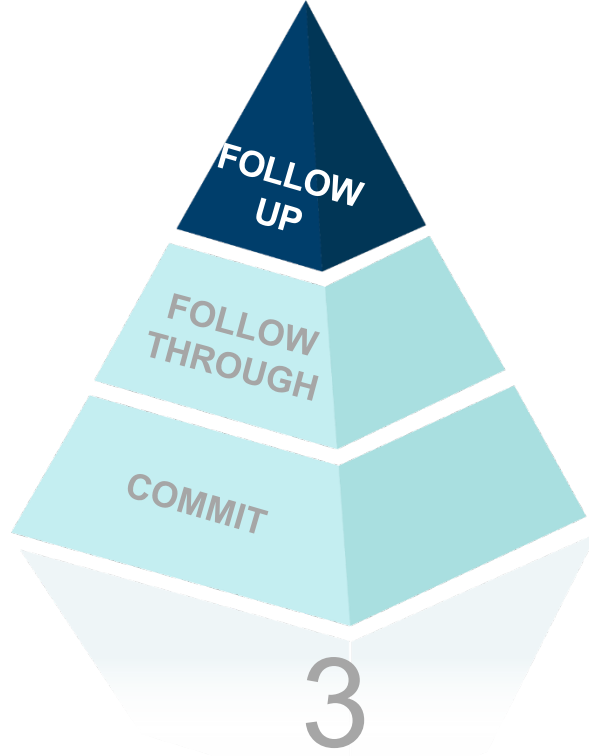
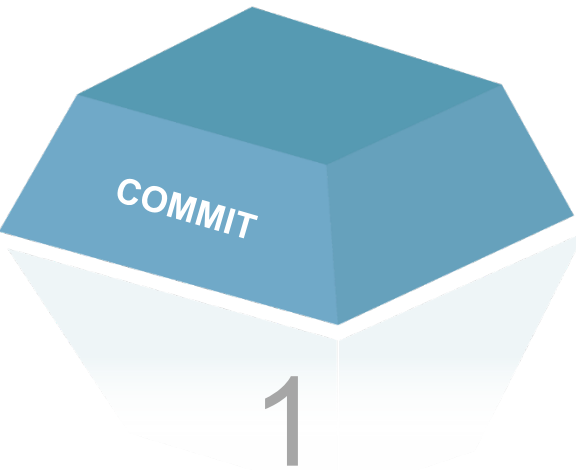


Continuous evaluations and improvements to meet national health care organization standards



Education on clinical documentation, compliant ordering practices, industry standards and product coverage

PILLARS OF SUCCESS



An elderly couple is shown in a bright, sunlit room, likely a living area. They are gathered around a large, open cardboard box on a wooden table. The woman, on the left, is smiling and looking down into the box. The man, on the right, is also looking down and appears to be handling something inside the box. The room features a large window with white curtains in the background, through which green foliage is visible. A potted plant is also visible near the window. The overall atmosphere is warm and positive.

How PRISM works in MicroMD EMR



Ready to get started?

Contact your MicroMD
Solutions Representative



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