

## Why partner with Edwards Health Care Services (EHCS)?

Edwards Health Care Services, Inc. (EHCS) is your first-choice provider of direct-to-home, high quality medical products and diabetes supplies.

For over 25 years, we have been lighting the way to better health by offering our customers an easier way to have products delivered directly to their door.

<b>25 YEARS</b> <small>Established in 1992</small>	<b>FAMILY</b> <small>owned &amp; operated</small>	
<b>25,000 MONTHLY ORDERS</b>	Headquarters located in: <b>OHIO</b>	<b>6 SATELLITE LOCATIONS</b> <small>KY, MA, MI, NC, SC, TX</small>
		Lighting the way to better health

### Product Selection

EHCS only works with the best, customer-focused manufacturers to ensure that our products are effective, safe and reliable.

Below is just a selection of the manufacturers that we work with:

### Diabetes Testing Supplies, Insulin Pumps and CGMs


### Breast Pumps




LIGHTING YOUR WAY TO BETTER HEALTH

## Advantages of Working with EHCS

- **One Supplier Source for All Major Manufacturers:** With EHCS, your members get a single source for the major brands of diabetes testing supplies, insulin pumps, continuous glucose monitors and breastfeeding products and accessories. We offer convenient home delivery with no additional shipping charges for U.S. First Class Delivery on insurance-covered items.
- **Compliance Program:** Compliance fosters both healthier long-term outcomes for your members and a reduction in plan expenditures. After a shipment, EHCS stays in touch with your members to encourage use of the equipment provided by your benefit plan. Our compliance program includes:
  - Phone calls and emails to ensure the member received instruction and is comfortable using the product
  - Regular updates on compliance regulations and required office visits or lab work
  - Reminder program with a simple reordering process by phone, email or web
  - Convenient, automatic 90-day shipments are available if the plan allows
- **Unparalleled Customer Service:** Your members will speak directly with our professionally trained employees in our customer service, breast pump and diabetes care groups. EHCS provides ongoing education for all employees, including training on product innovations, communication barriers, handling complaints, and cultural diversity, and we regularly survey our customers, employees and partners to identify any areas for improvement.
- **Minimal Paperwork:** For your members, EHCS offers fast and easy enrollment options over the phone or online. EHCS will work with your members' healthcare providers to obtain the paperwork, progress notes, lab work and prescriptions required to document medical necessity and facilitate claims paperwork.

## Accreditation



EHCS is voluntarily accredited by the Accreditation Commission for Health Care, Inc. (ACHC), a private, not-for-profit corporation that is certified to ISO 9001:2008 standards. Our accreditation demonstrates our commitment to maintain a higher level of competency and strive for excellence in products, services and customer satisfaction.

## Get in Touch with EHCS

### Contracts & Licensing:

✉ [providercontracts@myehcs.com](mailto:providercontracts@myehcs.com)

☎ 888-344-3434

### Testing Supplies:

✉ [contactus@myehcs.com](mailto:contactus@myehcs.com)

☎ 888-344-3434

### Insulin Pumps & CGMs

✉ [dca@myehcs.com](mailto:dca@myehcs.com)

☎ 800-951-1725

### Breast Pumps

✉ [breastpumps@myehcs.com](mailto:breastpumps@myehcs.com)

☎ 888-344-3434