

DMEPOS Exemplary Provider® for 17 years

Cindy Leif, RN, BSN, owner of SelectCare, Inc., a DMEPOS (Durable Medical Equipment, Prosthetics, Orthotics and Supplies) business that has been serving both North and South Carolina since 1999, was the first home medical equipment company in the state of North Carolina to be awarded the Exemplary Provider Award by The Compliance Team, Inc. of Ambler, Pennsylvania. SelectCare also carries the distinction of being the second provider in the country to receive this designation.



Unlike some organizations that delayed accreditation until it was mandated in 2009, Cindy chose accreditation the same year she opened her business. She knew that, over time, accreditation would make her business more successful. She was right.

The accreditation process helped SelectCare attain contracts with contractors, insurance companies, and hospitals. It was also awarded a significant state (North Carolina) contract that has been SelectCare's bread and butter for many years.

When the competitive bid process was first introduced in early 2000, SelectCare opted into the program. After the second year, Cindy decided to move in another direction. SelectCare expanded its hospital services contracts and focused on non-Medicare patients and non-competitive bid products. Essentially, Cindy changed SelectCare's business model.

It took about a year of diligence, cost-cutting (a secondary location was closed) and building up of inventory of non-competitive bid products. The outcome was worth it.

SelectCare's Exemplary Provider accreditation helped give Cindy the tools to streamline and standardize her company's services when she needed it most. SelectCare is now recognized regionally for:

1. Superior customer service
2. Patient-centered focus
3. Being on call 24/7
4. Being "In-network" with 99% of insurance companies
5. Its standard practice of on-site to hospitals, rehab locations and patient homes

As part of its Exemplary Provider on-going practice, SelectCare submits quarterly patient outcomes for review, comment and any necessary remedial action. The Compliance Team offers sound counseling throughout the year, keeping SelectCare on its toes and compliant with all regulations. Cindy says it is like "having two heads in the company."

With 10 employees, a growing database of contracts and an excellent customer approval base, SelectCare will be a community leader for many years to come. ■

MESSAGE FROM OUR CEO

Over the years, Thanksgiving has evolved into much more than the harvest celebration it was in 1621. It has become a time to offer thanks for anything we perceive as "good" in our lives, a time to gather as family and friends, and a time to pass along stories of memories of days gone by . . .



This month, The Compliance Team wishes to thank the loyal customers and friends who helped build the foundation of our organization and who helped us move forward for the past 22 years.

At left is a DMEPOS success story about one of our oldest customers, SelectCare. Cindy Leif is one of our first Exemplary Providers®. She has been, and continues to be, a real-life example of what it means to be an Exemplary Provider. As a champion for her patients and as a healthcare leader in her community, she has served them well. Despite changes to Medicare that affected her business, Cindy utilized her business acumen to diversify her products and alter her business model and she continues to thrive in her business.

I hope you will read her story and be inspired to do whatever it takes to succeed with your own business through differentiation.

Sandra C. Canally, RN
Founder and Chief Executive Officer

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The Compliance Team, Inc. is a Centers for Medicare and Medicaid Services (CMS) "deemed" national healthcare accreditation organization founded in 1994 by President and Chief Executive Officer, Sandra C. Canally, RN.

In addition to CMS-approved accreditation for Rural Health Clinic and DMEPOS (Durable Medical Equipment, Prosthetics, Orthotics, Supplies), The Compliance Team offers its operations-based Exemplary Provider® accreditation services to the following healthcare delivery sectors: Patient Centered Medical Home; Immediate Care Clinic; Sleep Care Management; Ocularist/Anaplastologist; Private Duty; and Pharmacy Services (Community Pharmacy including Medicare Approved DMEPOS, Sterile and Non-sterile Compounding, Long-Term Care, Specialty Drugs, Infusion, Travel/Retail Clinic).