

WE LOVE OUR CLIENTS

One of our installers recently visited a spunky 90 year old woman who was delighted to show off her purple and white evening slippers that she had crocheted herself. She bragged about her 16 children and 108 grandchildren, for whom she still cooks. She pointed out the window to a car in the driveway and said "See that car? That's my Subaru." The installer quickly asked, "Do you still drive?" "Oh no, honey," she said, "it scares people!"

MUCH APPRECIATED CASE MANAGER EMAIL

"THANKS, the PERS unit may have saved our lady's life! EMS arrived, did the correct assessment and medication for a stroke, and she is at ... hospital right now with recovery expected. I also appreciated the prompt notification."

CACTUS AND SUNSHINE

What do cactus and sunshine have to do with Mountain Home Medical? Mountain Home Medical is expanding to Arizona with the opening of our Phoenix office on March 16th! Join us in welcoming Barbara Mezinko to our MHM team. She brings many years of PERS experience to our new territory and we look forward to this wonderful opportunity. Stay tuned for more details on this exciting new direction!



471 S. Baldwin Street, Ste. 2B
Woodland Park, CO 80863

HEALTH CLIPPINGS

SPRING 2015 | MOUNTAIN HOME MEDICAL

powered by **Tunstall**

OUR NEW PARTNERSHIP

As new owners of Mountain Home Medical, Tunstall shares the same vision on which MHM was created - a company about people first. MHM got its start in a field dominated with equipment providers by creating a relationship-focused service model. MHM staff were happy to learn that Tunstall's culture is also customer-centric as well as employee focused.

As the biggest medical alarm company in the world, servicing 3.6 million people daily, Tunstall offers a depth of new resources to MHM. New equipment and new monitoring centers will complement our current offerings. Experienced staff will help guide us in future growth and the Tunstall Research and Development team will help create and identify promising new products to offer.

Mountain Home Medical was purchased by Tunstall Americas on November 1, 2014. The home office remains in Woodland Park, Colorado, and our talented staff is still here to assist you and your clients.

We said goodbye to former owners, Dan and Jan Nicholson, in early February. After helping with the company's transition to Tunstall, they have departed to explore new adventures in retirement.

...AND OUR NEW LOGO



With new ownership, it seemed the perfect time to update our look and feel with a fresh new logo. We love the crisp modern graphic that includes symbols for both mountains and home!

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THE MINI-MATE – SMALL BUT MIGHTY



As the smallest mobile PERS unit on the market, the Mini Mate offers clients another option to get help when away from home. As more clients are disconnecting from their home based landline service and maintaining a presence in the community, the need for a smaller, low maintenance PERS unit is increasing. The Mini Mate offers many unique features including:

- The ability to work nation-wide within the T-Mobile network
- A battery that lasts up to 2 months depending on use
- Water resistant and can be used in the shower
- Can use client tracking technology via local 911 services

NEW PRODUCTS

TUNSTALL Vi



- A new option for landline based PERS using analog, digital, bundled and some VoiP home phone services
- Water resistant pendant can be worn as a necklace, bracelet or broach
- Can answer incoming calls with pendant; console acts as a speaker phone
- 30 Hour Back Up Battery
- Coming Soon - compatible with the Vi Fall Detection SMART Pendant

MED SMART



- Handy, portable, locked medication dispenser for use at home and on the go
- Optional 'Early Dose' Function
- Can be used at home on a docking station or run up to 30 days on a set of batteries
- Landline monitored units can be remotely programmed and can send notifications via email, text and voice message

NEW FACES AT MHM IN 2015



Darlene Butler, Client Services

Darlene is providing some much needed backup for our busy Client Services team, by scanning PARs, filing, completing provider checks and calling clients who haven't tested their units.



Sandra Heffler, Shipping and Receiving

Sandra keeps busy cleaning and testing equipment, as well as mailing out replacement pendants, chargers, cords, etc. to keep our clients' equipment working.



Debra Hines, Supply Management

Debra is busy tracking our equipment in the inventory system, keeping our installers supplied with equipment, monitoring stock levels, and troubleshooting equipment issues over the phone. She replaces Michelle, who moved to Japan.

BILLING UPDATE

We are transitioning from billing Medicaid clients directly in the Colorado Medicaid portal each month, to a new ADP Advanced MD billing system. This change will create new efficiencies in our billing process, enabling us to determine much more quickly if a claim is rejected, a PAR needs correction, and so on.

Thanks to all the case managers who have assisted us recently in resolving older claims - we hope to stay much more current with our claims in the near future!

STAFF HIGHLIGHT



KATIE FALL

Katie Fall has been part of our Intake team for over a year, bringing a friendly and efficient voice to our Client Services Team.

Katie was born and raised in Sheridan, WY and moved to Colorado to complete her B.S. degree in Biology. She worked on the invasive weed program through Texas A&M on Colorado military bases for four summers. Professionally she was the director of an assisted living home in Colorado Springs before being hired by MHM. Katie says, "I love working with the MHM staff and enjoy living and working in Woodland Park".