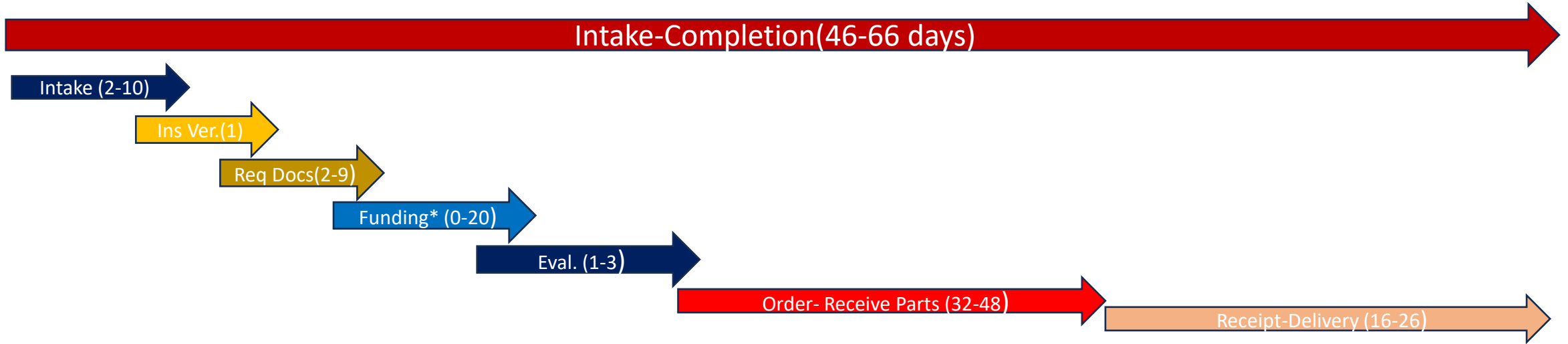


Service Order Process



- Intake – Verify Demographics, Clinician Details, Current Insurance Coverage; Schedule Evaluation (Remote or Live).
- Documentation – Obtain Prescription and/or Other Required Documents.
- Evaluation – Assess Repair, Identify Needed Parts, and Obtain Quotes from the Manufacturer.
 - 27% of the Time, Additional Parts Must be Ordered After the Original Request
- Spec Entry - Pricing/Coding; Verify Part Numbers
- Funding – Request Prior Authorization
- Order - Receive Parts – Send Purchase Order to Manufacturer; Receive and Verify items.
- Schedule Delivery (Prior to Covid, Scheduling was Based on Expected Receipt Dates)



1 Press Ganey NSM

This information represents 325 responses to date in New England through September 2023



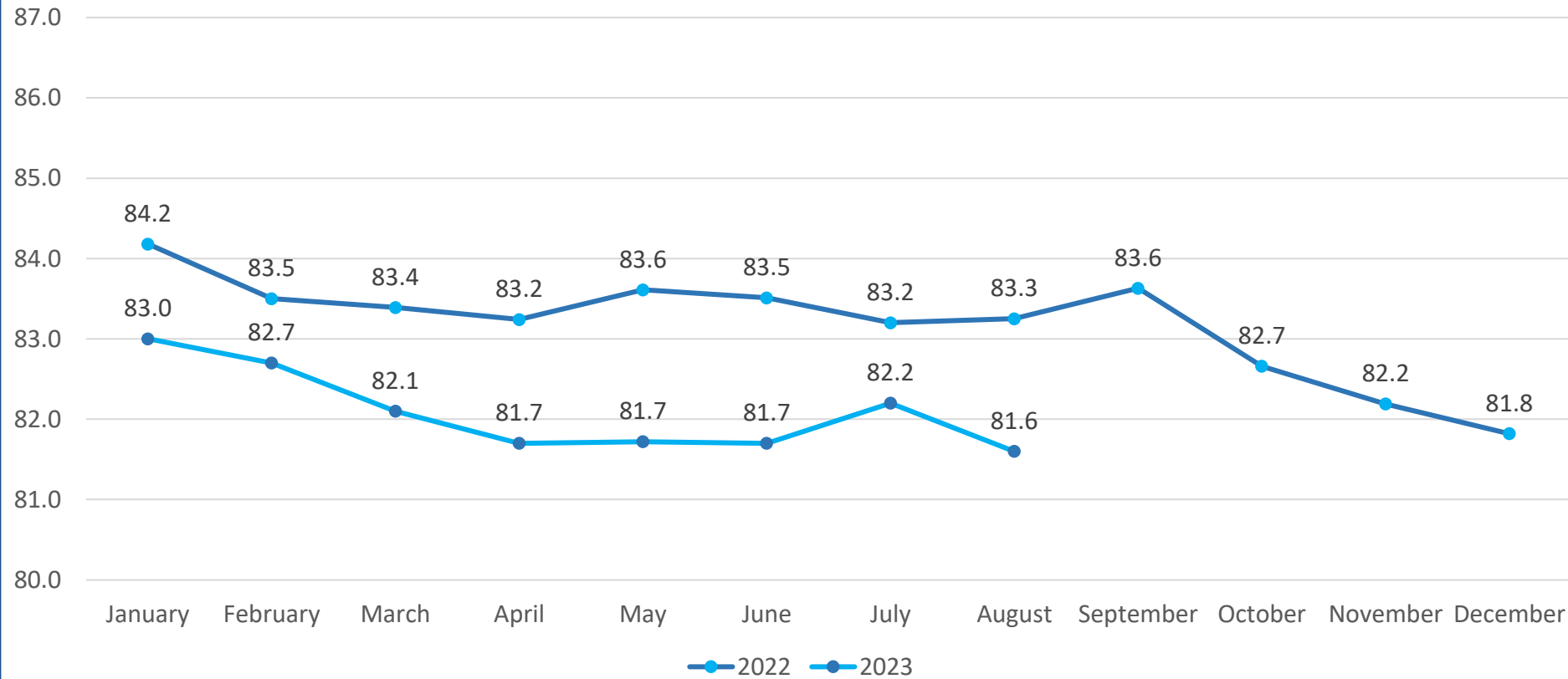
Results

- The following slides demonstrate customer satisfaction scores for NSM repair service- nationally.
- We are sharing data for 2022 and 2023.
- The data shows that satisfaction scores with the consumers surveyed show a greater than 80% overall satisfaction score.
- The industry agrees that there are problems with service and repair; however, the data indicates that the CT. Consumers in this task force are not representative of all consumers.

Press Ganey Results Summary

Service & Repair

Press Ganey Repairs T3M



Goal for Service and Repair

87%



Press Ganey - Categories

Highest Rated Categories

Cleanliness of equipment	93.7
Courtesy/respect of delivery person	92.5
Courtesy: Rehab Tech Supplier †	90.6
Degree equipment helps with work	90.0
Delivery person answer questions †	89.8
Professional: Repair Technician †	89.5
Use of Equipment Overall	89.3
How well equipment works	89.0
Degree equipment helped w/self-care	88.7
Explanation of safe equipment use †	88.6

Lowest Rated Categories

Informed: status of new equipment †	75.9
How well any complaints handled	77.3
Rehab tech explain process/timeline †	79.8
Rights/responsibilities explained	80.1
How/whom to contact was explained	80.2

Most Improved Categories

Appointment held at my convenience †	86.9	+0.6
My appointment was held on time †	87.7	+0.6
Degree equipment helps with work	90.0	+0.5
Knowledge: Repair Technician †	86.6	+0.5
Delivery person answer questions †	89.8	+0.4

New England market , is categories together, looking at CT market only would adjust rates , 5-10pts below above

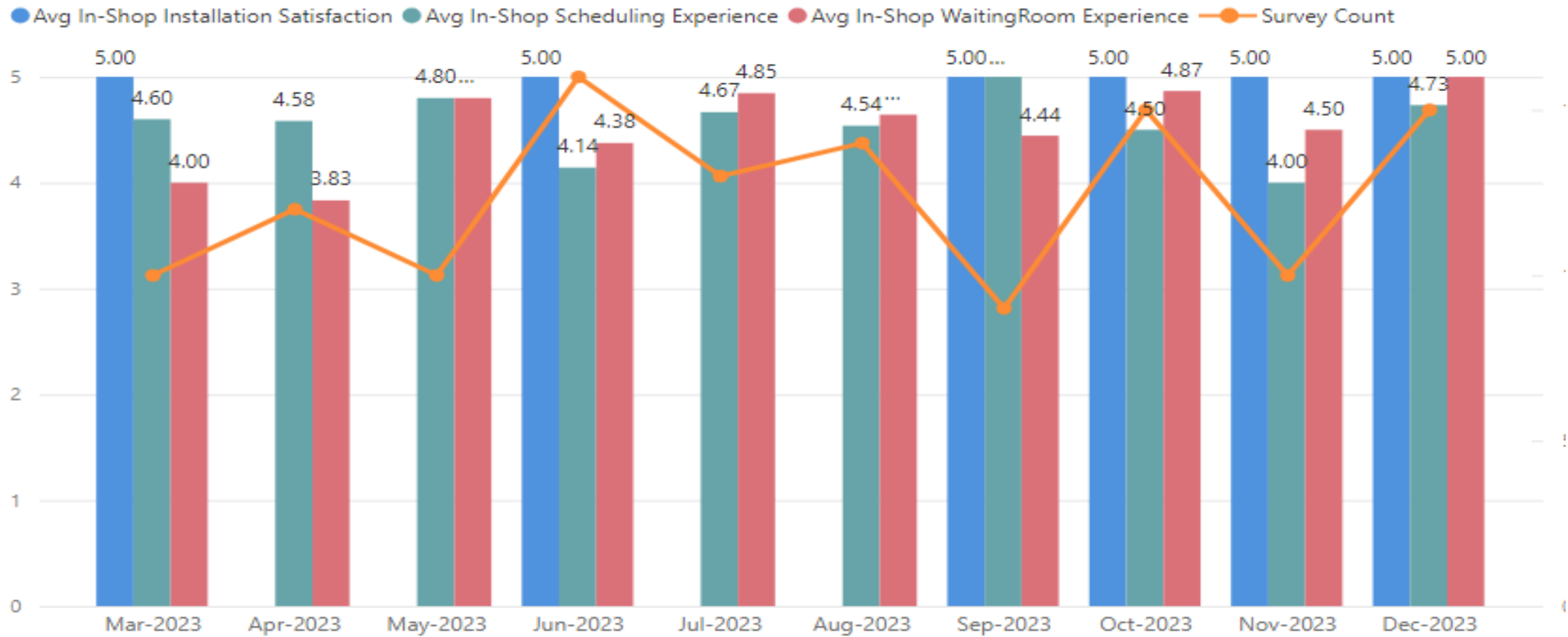


Consumer Surveys

- NuMotion has been surveying their consumers about their in-shop experience. They utilize an outside surveying organization.
- The industry has **never** stated that all consumers **must** utilize in-shop repairs exclusively.
 - The numbers prove that in-shop is the fastest method to get repairs
 - (4.5 average repairs for in the home vs. 7.5 repairs for in the shop)
- Consumers should have choices on how they want to have their equipment repaired.
- The following slides indicate high consumer satisfaction with in-shop repairs. (out of 5)

InShop Service Data - Survey Responses/In Shop Activity/Updated 1/24

In-Shop Surveys Trend



InShop Service Data - Survey Responses/In Shop Activity/Updated 1/24

In-Shop Surveys Trend

