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MEMORANDUM

To: VLCT Health Trust Members

From: Larry Smith
Manager, Member Relations

Date: June 5, 2007

RE: APRIA Health Care – DME Provider through CIGNA

CIGNA HealthCare contracts exclusively with an organization known as APRIA Health Care for DME (durable medical equipment) for our VLCT Health Trust subscribers. APRIA provides respiratory equipment (including oxygen, nebulizers and ventilators), diabetic equipment (such as glucometers), infusion therapy equipment and other types of home and ambulatory equipment as well. *In order to receive the maximum in-network benefit from CIGNA for DME services, subscribers are strongly encouraged to work with APRIA for any DME requirements.* For a detailed description of APRIA equipment and services available, please refer to the APRIA web site at www.apria.com or contact APRIA toll-free at 800-277-4288.

APRIA also has a local office in Vermont, but please note they deliver their products to consumers as well so subscribers do not need to visit the local office in person to obtain DME equipment.

APRIA Vermont Branch Office – South Burlington
37 Commerce Avenue, S. Burlington, VT 05403-5852
Telephone: (802) 865-7801

CIGNA participating primary care physicians or specialists should also be able to provide subscribers with information. For additional questions about utilizing APRIA, subscribers may also contact CIGNA Customer Service at 800-244-6224. Attached is a comprehensive listing of APRIA contact information as well. Please feel free to share this information with your enrolled employees.

If you have any questions regarding the above information, please feel free to call us at 800-649-7915.

Thank you.

Sponsor of:

VLCT Health Trust, Inc.

VLCT Municipal Assistance
Center

VLCT Property and Casualty
Intermunicipal Fund, Inc.

VLCT Unemployment
Insurance Trust, Inc.



Durable Medical Equipment (DME) Supplier

Contact Us

- **By phone:** To speak to a customer service representative about services available in your area, call us toll-free at (800) 277-4288.
- **Email:** Send general questions or comments to contact_us@apria.com. For comments or issues regarding your current service, please contact Patient_Satisfaction@apria.com. Please note that E-mails are reviewed and processed the next business day if received after 5:00 p.m. Pacific Time.



Find Us Near You

If you have a question about:

Call:

Equipment or services you receive through your local Apria Healthcare branch	Your local Apria branch , or email us at Patient_Satisfaction@Apria.com .
Apria is committed to safe quality patient care. Concerns about safety or quality of care should be reported to your local Apria Healthcare branch. If your concern is not resolved, please contact Apria Healthcare's corporate office.	Your local Apria branch or call (800) 277-4288, or email us at Patient_Satisfaction@Apria.com . Patient_Satisfaction@Apria.com or call (800) 260-8808
If an individual has unresolved concerns about patient care and safety, he or she may contact the Joint Commission on Accreditation of Healthcare Organizations' ("JCAHO") Office of Quality Monitoring to report any concerns or register a complaint.	(800) 994-6610 or email complaint@jointcommision.org .
A co-pay or bill for equipment or services you receive through your local Apria branch (*The branch may refer you to our regional billing center if necessary.)	Your local Apria branch
Delivery or pick-up of equipment	Your local Apria branch
Home-delivered respiratory medications/Apria Pharmacy Network's RespiMed program	East of the Mississippi, (800) 637-9539 West of the Mississippi, (800) 346-3355
Infusion therapy	Your local Apria branch or pharmacy
Apria Great Escapes	Your local Apria branch or pharmacy
General Medicare coverage guidelines	Your local Apria branch or Medicare, (800) MEDICARE ([800] 633-4227)
This Web site	(800) 647-5404, or email us at contact_us@apria.com .
You can contact us by U.S. mail	Apria Healthcare 26220 Enterprise Court Lake Forest, CA 92630

