

We look after your care

General information about my care



YOU'RE IN GOOD HANDS

A warm welcome to PubliCare

Perhaps you're in a new situation – one in which you depend on medical aids, wound dressings or nutrition products. Their use often isn't self-explanatory.

You have our support

We strive to give you the greatest possible security and confidence in using the products you need – so we take plenty of time to explain everything to you in detail. We're happy to involve your family members or professional carers and answer questions that may weigh heavily on you in your every-day life. In helping you to help yourself, we open up new perspectives for you.

To ensure that you're well provided for at all times, we work closely with doctors, medical insurance companies, nursing personnel and outpatient care facilities. In this way, we contribute to optimally extending the therapeutic concept behind your care to the home or outpatient context.

What's next?

This patient brochure provides you with the most important reference information that you'll need. We see ourselves as a long-term partner at your side. Don't hesitate to contact us with your questions or concerns at any time.

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WE'RE HERE FOR YOU, ALL OVER GERMANY

Reaching us quickly

In the following cases, your personal experts at PubliCare will be happy to assist you:

- The required product amounts for my care exceed my insurance provider's quantity guidelines.
- There are complications in my care.
- For health reasons, I can't go to my doctor to get my prescription.
- The delivered product is defective.
- I would like to request a visit from my adviser.
- I have a medical problem.
- I would like to try out other products.

You will find the contact details on your contact partner's business card.

In case of the following questions, please contact our customer service:

- Why did I receive a co-payment bill or late notice?
- I'm out of a product I need and must reorder straight away. How can I do that quickly and easily?
- The wrong product was delivered to me. What should I do?
- How can I return delivered goods?
- How is my co-payment exemption taken into account?

How to contact us

You can reach our customer service staff by telephone from Monday to Friday, from 8 a.m. to 5 p.m.

Telephone 0800 709 0490
Call-back service [➔ publicare-gmbh.de/kontakt](https://publicare-gmbh.de/kontakt)

Fax 0800 709 0499
Email [➔ info@publicare-gmbh.de](mailto:info@publicare-gmbh.de)



Information about the ordering process

1. Getting a prescription

For us to be able to deliver products to you, it's mandatory that you send us a valid prescription. Have the doctor in charge of your treatment give you a prescription for your medical aids well enough in advance (around ten days before you need them). If you aren't sure what products you need, your PubliCare contact partner will be happy to provide you with a prescription recommendation to assist your doctor. This list of suggested medical aids contains all products that are relevant for you. It includes all the information (product name, quantity units) that might be of use to your doctor in issuing your prescription. If needed, we can also fax this prescription recommendation directly to your doctor.

2. Sending the prescription

Every delivery includes a prepaid reply envelope in which you can send us your next prescription, postage paid. In case you don't have a reply envelope at home, you can request one from us by calling our free service number: 0800 709 0490. Send your prescription in the prepaid, addressed reply envelope to:

 PubliCare GmbH, Postfach 30 10 51, 50780 Cologne

Please bear in mind that your prescription may take up to three days to reach us by post.

3. Ordering and shipping products

If you have a long-term prescription that you've already provided us with, you may activate delivery of your required medical aids simply by contacting our customer service by phone, fax or email, or via the myPubliCare app. If your prescription remains constant over an extended period, we can arrange for automatically recurring delivery to you at regular intervals, for example every two months. You may, of course, make changes to the automatically recurring delivery at any time.

As soon as we have your prescription, your order will be sent. You'll usually receive delivery of your order within two to three business days after we receive your prescription. We ship with DHL. As a rule, deliveries are made from Monday to Saturday.

We ask for your understanding that we are permitted to deliver products only with a valid prescription. Without a valid prescription, your medical insurance company can't accept the charges for the services we provide.

To ensure that you receive optimal care, we need your help:

- Please inform us in case of a change of address or a change of doctors.
- Please inform us in a timely manner in case of a planned stay in hospital or at a rehabilitation facility.

A proper prescription

Your medical prescription is our legal basis for providing you with medical aids. Your prescription must fulfil certain requirements in order for us to bill your insurance company. When you receive your prescription, we recommend that you check the following points so as to avoid our having to make further inquiries.

Checklist for a proper prescription

- 1 The prescription must indicate the exact number of items required. Ideally, it will clearly show the prescribed quantity (e.g. 3 x 30 pc.). The designation of the article must be unambiguous. In prescriptions for medical aids, article numbers and/or central pharmaceutical numbers should be indicated to the 7th place of the medical aids register number (e.g. for a stoma base plate: 29.26.05.0...).
- 2 The prescription period must be indicated (e.g. one month or more).
- 3 The respective box for the co-payment requirement or exemption must be ticked.
- 4 The prescription must be signed and stamped by the doctor.
- 5 The prescription's date of issue must be earlier than the delivery date.

Please observe the following:

- A maximum of three articles may be included in one prescription.
- Medical aids (e.g. stoma or incontinence products) require separate prescriptions from dressings (wound products) and medicinal products (e.g. enteral or parenteral nutrition), as these products are billed to different departments of the insurance company.
- Subsequent handwritten changes to prescriptions must also be signed, stamped and dated by the doctor.

Your insurance provider only accepts costs for medically necessary care. Costs for products that aren't medically necessary will not be reimbursed.

Some insurance companies work with so-called quantity guidelines. If your need exceeds these guidelines, the costs will only be accepted if a medical reason for them is provided (by your doctor or PubliCare adviser). However, the final decision with regard to the acceptance of costs lies with your insurance provider. For questions concerning your insurance company, please contact your PubliCare adviser, who will be happy to assist you.

The products you need – when you need them



As a rule, all orders that we receive are registered and, if the products are in stock, sent on the same day. You can therefore expect your products to arrive within two to three business days after we receive your order. We stock over 4,000 articles from 20 manufacturers for you. If your order includes highly specialised products, we must order these directly from the manufacturer. In such cases, delivery to you takes one to two days longer.

Delivery overview

We offer you individualised service tailored to your specific needs. You can choose to initiate each order actively or take advantage of automatic delivery. Your personal PubliCare contact partner will discuss with you the delivery interval and possible dates of shipment.

Information on automatic delivery

If you wish, we will inform you by text or email as soon as the ordered products have left our warehouse. In this way, you will know that your order is en route to you. On the basis of the delivery times set by DHL, you will generally know when your goods are to arrive. If you wish to take advantage of this service, we need your mobile phone number or your email address. Please provide this information to our customer service – then you, too, can use this special information service.

Co-payment requirement and exemption

Co-payment requirement

Unless you have an exemption, co-payment is legally required.

- In the case of prescriptions for utilitarian medical aids (e.g. urine collection bags, disposable catheters, stoma bags), the co-payment is 10 per cent of the total amount to be paid by the insurance company, but not to exceed 10 euros for your entire monthly requirements.
- In the case of prescriptions for medical and wound care and dressing, the co-payment is 10 per cent per article, but no less than 5 euros and no more than 10 euros per article.

By issuing us a SEPA direct debit mandate, you can ensure the convenient and uncomplicated transfer of regularly arising co-payment charges for your insurance provider. Otherwise, you must transfer the charges for each co-payment billing individually.

You'll find the form for the SEPA direct debit mandate on the next page. You may, of course, revoke the SEPA direct debit mandate at any time in writing without giving any reasons.

Co-payment exemption

Persons in the following groups are granted, or may obtain, a co-payment exemption:

- Children and adolescents under 18 years of age.
- Insured persons who spend more than 2 per cent of their gross income on medical devices. Persons who must spend over 2 per cent on co-payments for the provision of medicines, medicinal products, wound dressings and medical aids can obtain an exemption from further co-payments from their insurance company.
- Chronically ill persons who are in prolonged treatment for the same condition don't have to spend more than 1 per cent of their gross annual income on co-payments. If total co-payment charges exceed the respective maximum amount, persons in this group may apply to their insurance company for a co-payment exemption.

Please apply directly to your insurance provider for a co-payment exemption according to your situation. Upon approval, you'll receive verification of your exemption from your insurance provider. Please promptly send a copy of this to us. Otherwise, you may continue to receive co-payment billings from us despite your exemption. Please also note that co-payment exemptions are valid only until the end of the respective calendar year. We recommend that at the end of each year you apply for renewal of your exemption for the following year. If you have questions about co-payment exemption, please contact your insurance provider.