

Independent Medical Supply Inc.  
185 E. Indiantown Road #106  
Jupiter, Fl. 33477-5071  
(5621)744-9074  
[ind\\_medical@att.net](mailto:ind_medical@att.net)

5/8/12

Dear Representatives,

I am the owner of a family owned and operated medical supply store located in Jupiter Fl. We have serviced our community for 24 year's. We are located in the current Competitive Bid 1 area. I have written you to request your support in the introduced Market Pricing Program proposed to negate the CB1 and CB2 program for Medicare reimbursements of medical supplies.

As Medicare continues to tout all the positive savings in the current program they fail to acknowledge the lack of transparency and unfairness of the program. It is not unusual for us to deal with its deficiencies on a daily basis. I receive calls from as far away as Miami (90 miles) with requests for help because Medicare patients are doing without medical supplies they need or are paying for supplies out of pocket in order to receive them. For many this is a burden they can't afford. Many do without or reuse the supplies they need. This can lead to greater medical costs and physical harm to the patient. Many elderly do not complain to the very people that are able to correct the problems of the system. They are intimidated by the aspect of contacting their representatives or spending a large amount of time on the telephone with Medicare only to be shuffled along without any resolution offered by Medicare to their problems. This gives the false impression of fewer complaints than are a true representation of the program. We are the first line of contact for them to voice their frustrations and concerns yet Medicare refuses to listen or acknowledge our voices when contacted about these problems. Medicare's saving is on the backs of our seniors and medically needy.

The original CB1 Program was changed due to the unfairness of the program only to be replaced with a program just as, if not more flawed then the first. This unfairness is true for both patients and suppliers. Many of us have been forced to send our long time community patients to suppliers located at longer distances for them or their caregivers to travel.

Many of the contracted suppliers have refused to supply products due to such low reimbursement amounts or are not even located in the areas they bid let alone the same state. Many local suppliers like myself were excluded from being able to compete because of system failures rather than anything created by the supplier. Even more have had to shut their doors because of this flawed system.

Please investigate these flaws not by Medicare's account of how well it is doing but by the people who are forced to follow them. Only then will be able to correct and create a system that will serve the very people who have contributed to the Medicare fund, be transparent for the companies forced to obey them and be able to utilize Medicare's resources to its fullest without unnecessary waste.

Thank you for your time and interest in these matters,

Sincerely,  
Sherrill B. Miller