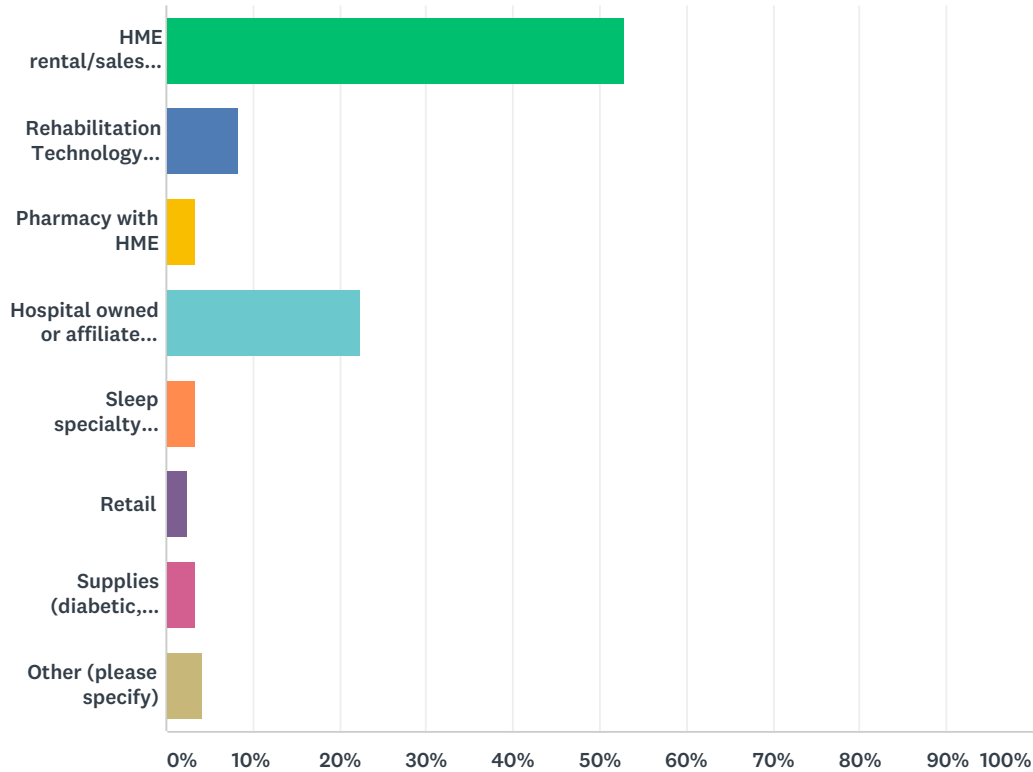


Q1 What is your primary business type?

Answered: 121 Skipped: 0

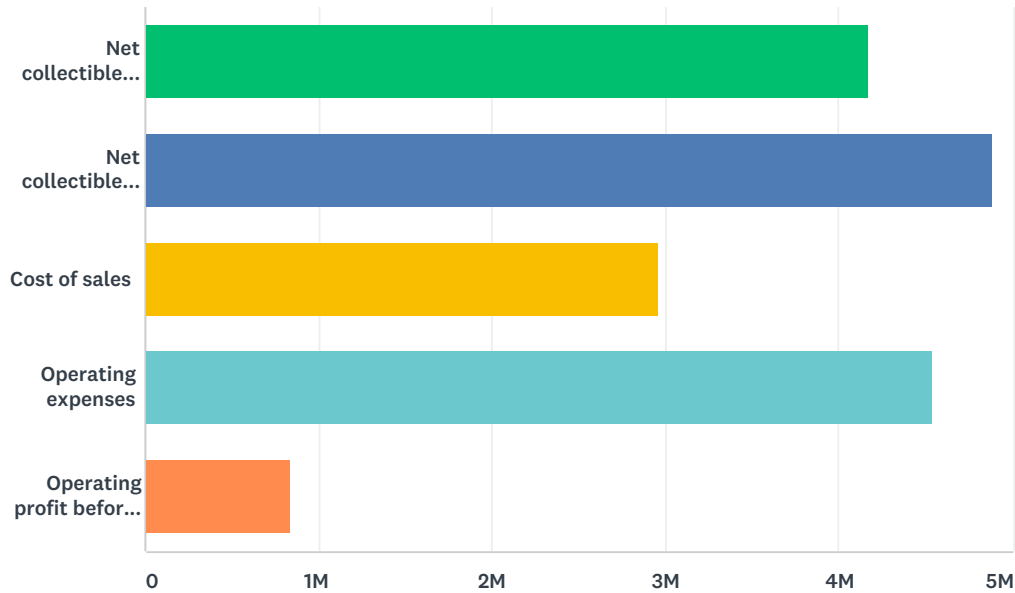


ANSWER CHOICES	RESPONSES	
HME rental/sales (including oxygen)	52.89%	64
Rehabilitation Technology Supplier (complex rehab)	8.26%	10
Pharmacy with HME	3.31%	4
Hospital owned or affiliated HME	22.31%	27
Sleep specialty business	3.31%	4
Retail	2.48%	3
Supplies (diabetic, ostomy, wound care, enteral, etc.)	3.31%	4
Other (please specify)	4.13%	5
TOTAL		121

#	OTHER (PLEASE SPECIFY)	DATE
1	Pain Management and rehab	7/10/2018 11:41 AM
2	Retail, home modifications, and vehicle adapt/conversion.	7/1/2018 9:35 AM
3	HME Specialty plus retail	6/28/2018 9:54 AM
4	HME rental/sales (without oxygen)	6/12/2018 9:34 AM
5	retail and wholesale sales to facilities	5/2/2018 10:53 AM

Q2 What were the following for your latest fiscal year? (Enter full dollar amounts with no commas or abbreviations, i.e. 100000)

Answered: 121 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Net collectible revenues - rentals	4,175,203	505,199,550	121
Net collectible revenues - sales	4,883,492	590,902,558	121
Cost of sales	2,963,706	358,608,398	121
Operating expenses	4,535,624	548,810,549	121
Operating profit before interest & depreciation (EBITDA)	832,076	100,681,139	121
Total Respondents: 121			

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

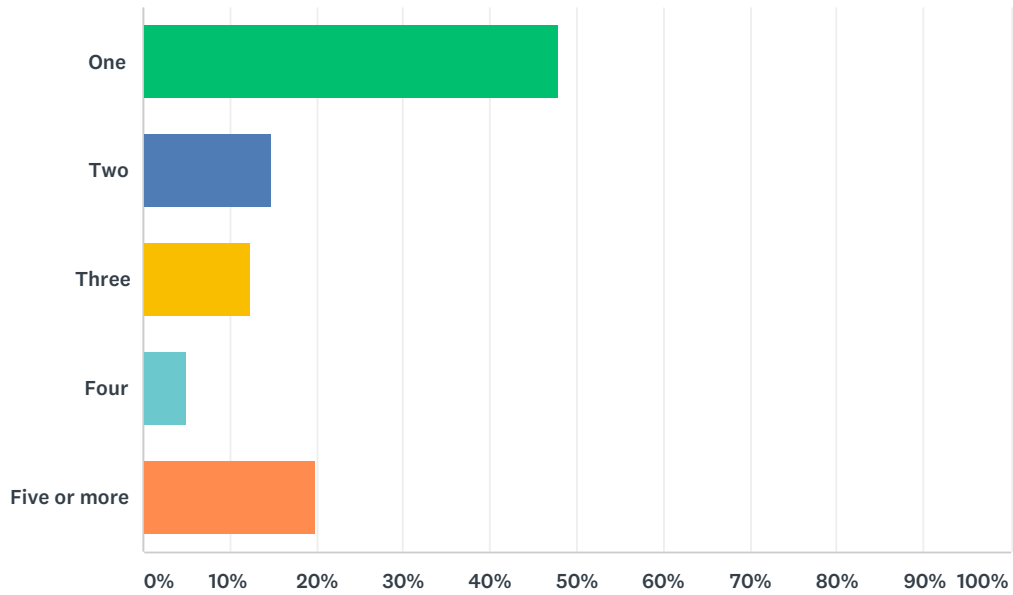
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2018 HME News/VGM Benchmarking Survey

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Q3 How many physical locations do you serve patients from?

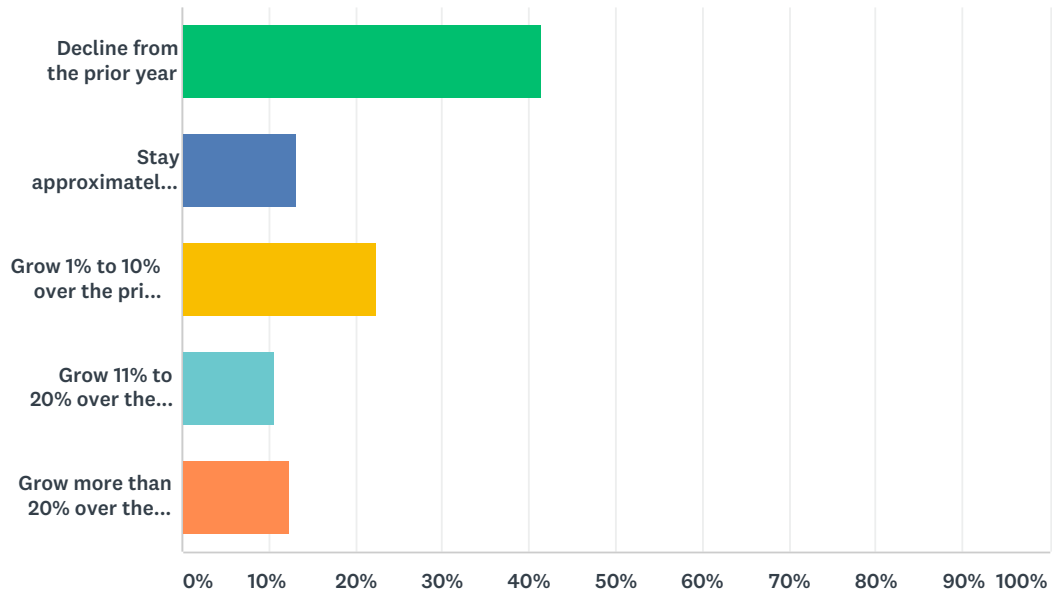
Answered: 121 Skipped: 0



ANSWER CHOICES	RESPONSES	
One	47.93%	58
Two	14.88%	18
Three	12.40%	15
Four	4.96%	6
Five or more	19.83%	24
TOTAL		121

Q4 Did your total collectible HME revenues for the latest fiscal year:

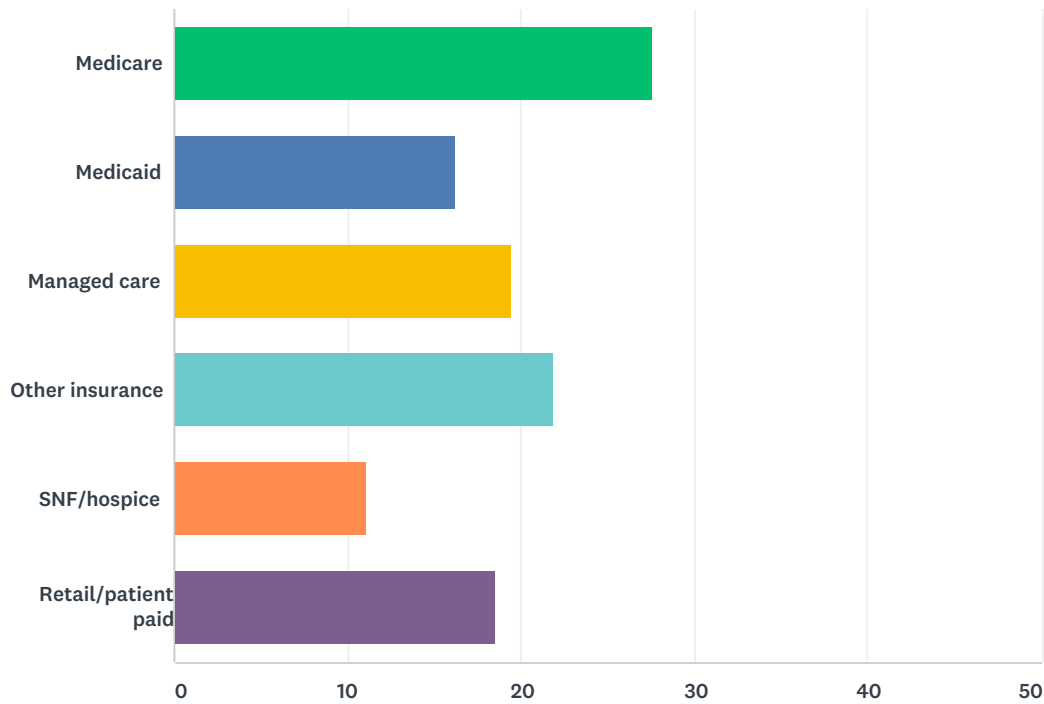
Answered: 121 Skipped: 0



ANSWER CHOICES	RESPONSES	
Decline from the prior year	41.32%	50
Stay approximately the same as the prior year	13.22%	16
Grow 1% to 10% over the prior year	22.31%	27
Grow 11% to 20% over the prior year	10.74%	13
Grow more than 20% over the prior year	12.40%	15
TOTAL		121

Q5 Please provide your percentage of revenues by payer type for the latest fiscal year (must total 100%):

Answered: 121 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Medicare	28	3,090	112
Medicaid	16	1,802	111
Managed care	19	1,944	100
Other insurance	22	2,250	103
SNF/hospice	11	963	87
Retail/patient paid	18	2,051	111
Total Respondents: 121			

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

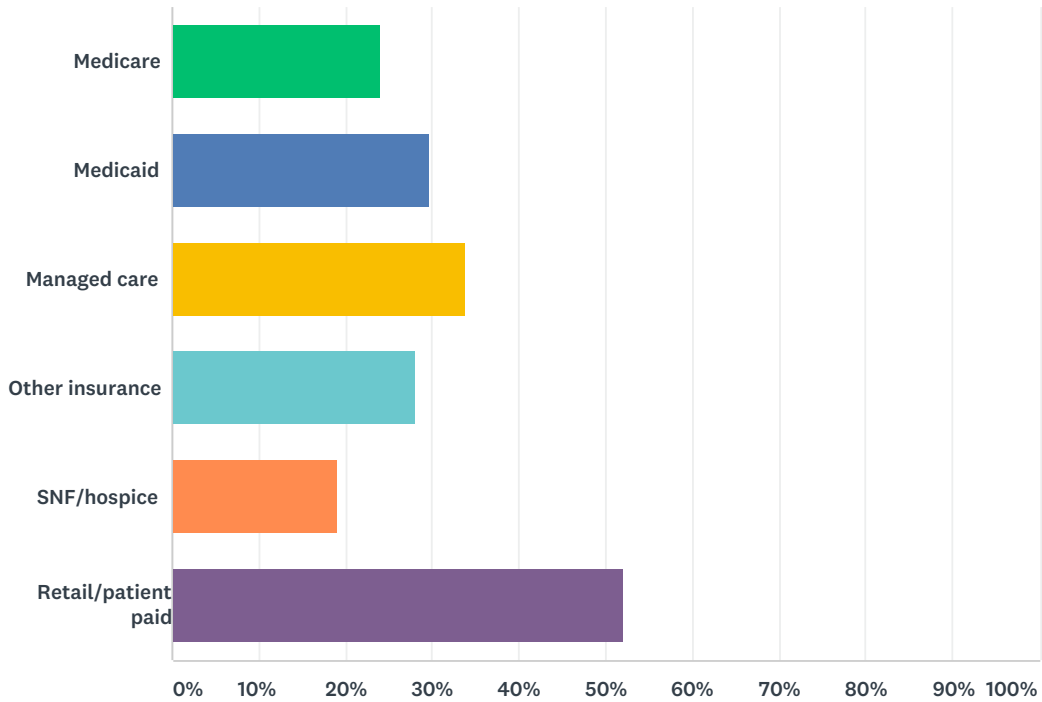
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2018 HME News/VGM Benchmarking Survey

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Q6 Which of the following payer types increased (as a percentage of your total revenues) in the latest fiscal year? (Select all that apply.)

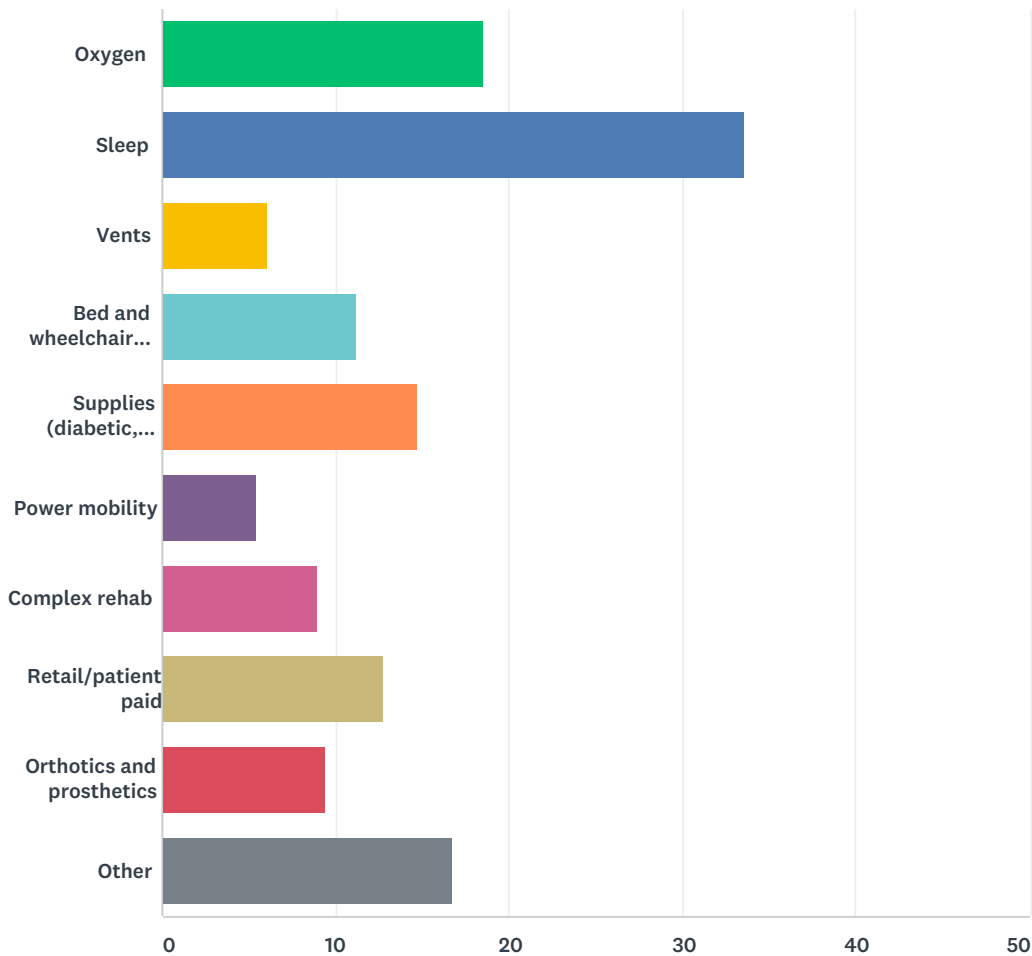
Answered: 121 Skipped: 0



ANSWER CHOICES	RESPONSES	
Medicare	23.97%	29
Medicaid	29.75%	36
Managed care	33.88%	41
Other insurance	28.10%	34
SNF/hospice	19.01%	23
Retail/patient paid	52.07%	63
Total Respondents: 121		

Q7 Please provide your percentage of net revenues by product line for the latest fiscal year (must total 100%):

Answered: 121 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Oxygen	18	1,792	97
Sleep	34	3,127	93
Vents	6	470	78
Bed and wheelchair rentals	11	1,090	97
Supplies (diabetic, ostomy, wound care, enteral, etc.)	15	1,327	90
Power mobility	5	435	80
Complex rehab	9	665	74
Retail/patient paid	13	1,187	93
Orthotics and prosthetics	9	753	80
Other	17	1,254	75

2018 HME News/VGM Benchmarking Survey

Total Respondents: 121

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2018 HME News/VGM Benchmarking Survey

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93	100	5/1/2018 6:53 PM
#	VENTS	DATE
1	16	7/13/2018 7:16 PM
2	7	7/13/2018 5:32 PM
3	23	7/13/2018 5:12 PM
4	2	7/13/2018 3:09 PM
5	1	7/13/2018 2:51 PM
6	0	7/13/2018 2:30 PM
7	0	7/13/2018 12:06 PM
8	2	7/12/2018 4:59 PM
9	9	7/12/2018 4:58 PM
10	3	7/12/2018 3:39 PM

2018 HME News/VGM Benchmarking Survey

11	2	7/12/2018 3:30 PM
12	12	7/12/2018 12:10 PM
13	0	7/12/2018 11:26 AM
14	7	7/12/2018 10:58 AM
15	10	7/11/2018 11:37 AM
16	2	7/10/2018 6:25 PM
17	0	7/10/2018 4:27 PM
18	1	7/10/2018 2:43 PM
19	2	7/10/2018 1:02 PM
20	0	7/10/2018 12:56 PM
21	0	7/10/2018 11:41 AM
22	0	7/10/2018 10:52 AM
23	10	7/5/2018 3:20 PM
24	0	7/5/2018 10:42 AM
25	3	7/3/2018 5:37 PM
26	3	7/3/2018 10:36 AM
27	5	7/3/2018 10:32 AM
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43	10	6/19/2018 9:31 AM
44	12	6/18/2018 12:08 PM
45	11	6/15/2018 11:33 AM
46	2	6/14/2018 5:43 PM
47	1	6/14/2018 5:03 PM
48	0	6/14/2018 1:08 PM
49	6	6/14/2018 12:08 PM
50	5	6/13/2018 9:28 AM
51	0	6/12/2018 1:10 PM

2018 HME News/VGM Benchmarking Survey

52	0	6/12/2018 8:49 AM
53	20	6/11/2018 2:07 PM
54	1	6/8/2018 10:14 AM
55	25	6/7/2018 4:09 PM
56	4	6/7/2018 10:08 AM
57	0	6/1/2018 6:34 PM
58	0	5/31/2018 12:25 PM
59	5	5/30/2018 3:20 PM
60	10	5/30/2018 2:34 PM
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63	15	5/30/2018 9:59 AM
64	1	5/26/2018 11:39 AM
65	5	5/22/2018 2:12 PM
66	0	5/17/2018 12:16 PM
67	0	5/12/2018 2:18 PM
68	0	5/10/2018 12:01 PM
69	10	5/10/2018 8:27 AM
70	7	5/9/2018 6:38 PM
71	0	5/7/2018 8:10 PM
72	0	5/5/2018 1:12 PM
73	8	5/3/2018 1:31 PM
74	20	5/3/2018 9:58 AM
75	0	5/2/2018 5:32 PM
76	81	5/2/2018 3:58 PM
77	0	5/2/2018 3:52 PM
78	0	5/2/2018 10:47 AM
#	BED AND WHEELCHAIR RENTALS	DATE
1	9	7/13/2018 7:16 PM
2	1	7/13/2018 5:12 PM
3	1	7/13/2018 3:09 PM
4	20	7/13/2018 2:51 PM
5	16	7/13/2018 2:30 PM
6	3	7/13/2018 12:06 PM
7	4	7/12/2018 11:14 PM
8	3	7/12/2018 4:59 PM
9	2	7/12/2018 4:58 PM
10	8	7/12/2018 3:39 PM
11	6	7/12/2018 3:30 PM
12	11	7/12/2018 12:10 PM
13	5	7/12/2018 11:26 AM

2018 HME News/VGM Benchmarking Survey

14	9	7/12/2018 10:58 AM
15	2	7/10/2018 6:25 PM
16	3	7/10/2018 4:27 PM
17	6	7/10/2018 2:43 PM
18	15	7/10/2018 1:02 PM
19	30	7/10/2018 12:56 PM
20	0	7/10/2018 11:41 AM
21	3	7/10/2018 10:52 AM
22	20	7/10/2018 10:31 AM
23	1	7/5/2018 3:20 PM
24	5	7/5/2018 10:42 AM
25	10	7/5/2018 10:14 AM
26	5	7/3/2018 5:37 PM
27	2	7/3/2018 11:40 AM
28	7	7/3/2018 10:36 AM
29	25	7/3/2018 10:32 AM
30	5	7/3/2018 10:28 AM
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33	6	6/28/2018 1:21 PM
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35	12	6/28/2018 12:14 PM
36	3	6/28/2018 11:08 AM
37	10	6/28/2018 10:11 AM
38	20	6/26/2018 8:07 PM
39	20	6/26/2018 10:59 AM
40	0	6/25/2018 12:37 PM
41	10	6/23/2018 1:39 PM
42	3	6/21/2018 2:55 PM
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44	8	6/20/2018 1:18 PM
45	5	6/20/2018 11:20 AM
46	10	6/20/2018 10:45 AM
47	12	6/19/2018 1:25 PM
48	6	6/19/2018 9:31 AM
49	4	6/18/2018 12:08 PM
50	8	6/15/2018 11:42 AM
51	12	6/15/2018 11:33 AM
52	14	6/14/2018 5:43 PM
53	5	6/14/2018 5:03 PM
54	5	6/14/2018 1:08 PM

2018 HME News/VGM Benchmarking Survey

55	7	6/14/2018 12:08 PM
56	5	6/13/2018 10:08 AM
57	10	6/13/2018 9:28 AM
58	89	6/12/2018 1:10 PM
59	5	6/12/2018 1:10 PM
60	20	6/12/2018 9:34 AM
61	5	6/12/2018 8:49 AM
62	10	6/12/2018 8:24 AM
63	0	6/11/2018 2:07 PM
64	4	6/8/2018 10:14 AM
65	3	6/7/2018 10:08 AM
66	10	6/6/2018 7:22 PM
67	5	6/6/2018 1:21 PM
68	30	6/5/2018 9:29 AM
69	3	6/1/2018 6:34 PM
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72	70	5/31/2018 10:23 AM
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75	15	5/30/2018 10:26 AM
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77	15	5/30/2018 9:47 AM
78	5	5/26/2018 11:39 AM
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87	15	5/9/2018 6:38 PM
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89	10	5/5/2018 1:12 PM
90	13	5/3/2018 1:31 PM
91	15	5/3/2018 9:58 AM
92	10	5/2/2018 5:32 PM
93	0	5/2/2018 3:58 PM
94	5	5/2/2018 3:52 PM
95	40	5/2/2018 12:33 PM

2018 HME News/VGM Benchmarking Survey

96	70	5/2/2018 11:07 AM
97	5	5/2/2018 10:47 AM
#	SUPPLIES (DIABETIC, OSTOMY, WOUND CARE, ENTERAL, ETC.)	DATE
1	7	7/13/2018 7:16 PM
2	16	7/13/2018 5:32 PM
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8	4	7/12/2018 11:14 PM
9	10	7/12/2018 4:59 PM
10	5	7/12/2018 4:58 PM
11	23	7/12/2018 3:39 PM
12	17	7/12/2018 3:30 PM
13	3	7/12/2018 12:10 PM
14	12	7/12/2018 11:26 AM
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19	17	7/10/2018 2:43 PM
20	2	7/10/2018 12:56 PM
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23	20	7/10/2018 10:31 AM
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25	20	7/5/2018 10:14 AM
26	3	7/3/2018 5:37 PM
27	95	7/3/2018 10:37 AM
28	22	7/3/2018 10:36 AM
29	0	7/3/2018 10:32 AM
30	18	7/2/2018 4:27 PM
31	0	7/2/2018 10:33 AM
32	2	6/28/2018 12:35 PM
33	0	6/28/2018 12:14 PM
34	7	6/28/2018 11:08 AM
35	20	6/28/2018 10:11 AM
36	5	6/26/2018 8:07 PM
37	0	6/25/2018 12:37 PM
38	10	6/23/2018 1:39 PM

2018 HME News/VGM Benchmarking Survey

39	50	6/21/2018 2:55 PM
40	1	6/20/2018 4:30 PM
41	5	6/20/2018 1:18 PM
42	55	6/20/2018 11:20 AM
43	25	6/20/2018 10:45 AM
44	2	6/19/2018 1:25 PM
45	5	6/19/2018 9:31 AM
46	17	6/18/2018 12:08 PM
47	2	6/15/2018 11:42 AM
48	7	6/15/2018 11:33 AM
49	0	6/14/2018 5:43 PM
50	7	6/14/2018 5:03 PM
51	5	6/14/2018 1:08 PM
52	1	6/14/2018 12:08 PM
53	25	6/13/2018 10:08 AM
54	5	6/13/2018 9:28 AM
55	35	6/12/2018 1:10 PM
56	0	6/12/2018 8:49 AM
57	10	6/12/2018 8:24 AM
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59	5	6/8/2018 10:14 AM
60	11	6/7/2018 10:08 AM
61	10	6/5/2018 9:29 AM
62	6	6/1/2018 6:34 PM
63	0	5/31/2018 12:25 PM
64	10	5/31/2018 10:23 AM
65	0	5/30/2018 2:34 PM
66	1	5/30/2018 11:20 AM
67	1	5/30/2018 10:26 AM
68	10	5/30/2018 9:47 AM
69	3	5/26/2018 11:39 AM
70	10	5/22/2018 2:12 PM
71	5	5/17/2018 6:19 PM
72	40	5/17/2018 12:16 PM
73	8	5/15/2018 4:39 PM
74	15	5/12/2018 2:18 PM
75	20	5/11/2018 3:44 PM
76	1	5/10/2018 12:01 PM
77	1	5/9/2018 6:38 PM
78	100	5/9/2018 10:20 AM
79	95	5/7/2018 8:10 PM

2018 HME News/VGM Benchmarking Survey

80	20	5/5/2018 1:12 PM
81	12	5/3/2018 1:31 PM
82	0	5/3/2018 9:58 AM
83	40	5/2/2018 5:32 PM
84	7	5/2/2018 3:58 PM
85	0	5/2/2018 3:52 PM
86	100	5/2/2018 2:46 PM
87	100	5/2/2018 12:52 PM
88	10	5/2/2018 11:07 AM
89	10	5/2/2018 10:53 AM
90	0	5/2/2018 10:47 AM
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1	1	7/13/2018 7:16 PM
2	0	7/13/2018 5:12 PM
3	1	7/13/2018 2:51 PM
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5	0	7/13/2018 12:06 PM
6	5	7/12/2018 11:14 PM
7	10	7/12/2018 4:59 PM
8	0	7/12/2018 4:58 PM
9	1	7/12/2018 3:30 PM
10	0	7/12/2018 12:10 PM
11	0	7/12/2018 11:26 AM
12	4	7/12/2018 10:58 AM
13	0	7/11/2018 11:37 AM
14	7	7/10/2018 6:25 PM
15	0	7/10/2018 4:27 PM
16	1	7/10/2018 2:43 PM
17	0	7/10/2018 12:56 PM
18	0	7/10/2018 11:41 AM
19	0	7/10/2018 10:52 AM
20	2	7/10/2018 10:31 AM
21	0	7/5/2018 10:42 AM
22	0	7/3/2018 5:37 PM
23	3	7/3/2018 10:36 AM
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25	5	7/3/2018 10:28 AM
26	0	7/2/2018 7:27 PM
27	1	7/2/2018 4:27 PM
28	0	7/2/2018 10:33 AM
29	10	7/1/2018 9:35 AM

2018 HME News/VGM Benchmarking Survey

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31	5	6/28/2018 12:35 PM
32	1	6/28/2018 12:14 PM
33	0	6/28/2018 11:08 AM
34	0	6/28/2018 10:11 AM
35	20	6/26/2018 8:07 PM
36	80	6/26/2018 10:59 AM
37	5	6/25/2018 12:37 PM
38	0	6/23/2018 1:39 PM
39	0	6/21/2018 2:55 PM
40	0	6/20/2018 4:30 PM
41	1	6/20/2018 1:18 PM
42	1	6/20/2018 11:39 AM
43	7	6/20/2018 10:45 AM
44	0	6/19/2018 1:25 PM
45	10	6/19/2018 9:31 AM
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47	10	6/15/2018 11:42 AM
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51	0	6/14/2018 1:08 PM
52	0	6/14/2018 12:08 PM
53	17	6/12/2018 1:10 PM
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55	20	6/12/2018 8:24 AM
56	0	6/11/2018 2:07 PM
57	4	6/8/2018 10:14 AM
58	0	6/7/2018 10:08 AM
59	5	6/6/2018 1:21 PM
60	0	6/1/2018 6:34 PM
61	0	5/31/2018 12:25 PM
62	1	5/30/2018 2:34 PM
63	0	5/30/2018 10:26 AM
64	5	5/30/2018 9:47 AM
65	0	5/26/2018 11:39 AM
66	8	5/22/2018 2:12 PM
67	5	5/17/2018 11:42 AM
68	2	5/15/2018 4:39 PM
69	20	5/12/2018 2:18 PM
70	0	5/10/2018 12:01 PM

2018 HME News/VGM Benchmarking Survey

71	4	5/9/2018 6:38 PM
72	0	5/7/2018 8:10 PM
73	25	5/5/2018 1:12 PM
74	1	5/3/2018 1:31 PM
75	7	5/3/2018 9:58 AM
76	2	5/2/2018 5:32 PM
77	0	5/2/2018 3:58 PM
78	15	5/2/2018 3:52 PM
79	40	5/2/2018 10:53 AM
80	0	5/2/2018 10:47 AM
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3	6	7/13/2018 5:12 PM
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11	0	7/12/2018 10:58 AM
12	0	7/11/2018 11:37 AM
13	0	7/10/2018 6:25 PM
14	0	7/10/2018 4:27 PM
15	0	7/10/2018 12:56 PM
16	0	7/10/2018 11:41 AM
17	0	7/10/2018 10:52 AM
18	0	7/5/2018 10:42 AM
19	0	7/3/2018 5:37 PM
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26	55	6/28/2018 1:21 PM
27	0	6/28/2018 12:35 PM
28	0	6/28/2018 12:14 PM
29	0	6/28/2018 11:08 AM
30	0	6/28/2018 10:11 AM

2018 HME News/VGM Benchmarking Survey

31	5	6/26/2018 8:07 PM
32	95	6/25/2018 12:37 PM
33	0	6/23/2018 1:39 PM
34	0	6/21/2018 2:55 PM
35	0	6/20/2018 4:30 PM
36	2	6/20/2018 1:18 PM
37	13	6/20/2018 10:45 AM
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45	0	6/14/2018 1:08 PM
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47	24	6/12/2018 1:10 PM
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52	0	6/7/2018 10:08 AM
53	80	6/6/2018 1:21 PM
54	0	6/1/2018 6:34 PM
55	0	5/31/2018 12:25 PM
56	0	5/30/2018 2:34 PM
57	0	5/30/2018 10:26 AM
58	3	5/30/2018 9:47 AM
59	0	5/26/2018 11:39 AM
60	5	5/22/2018 2:12 PM
61	0	5/17/2018 12:16 PM
62	16	5/15/2018 4:39 PM
63	0	5/12/2018 2:18 PM
64	0	5/10/2018 12:01 PM
65	9	5/9/2018 6:38 PM
66	0	5/7/2018 8:10 PM
67	0	5/5/2018 1:12 PM
68	1	5/3/2018 1:31 PM
69	3	5/3/2018 9:58 AM
70	0	5/2/2018 5:32 PM
71	0	5/2/2018 3:58 PM

2018 HME News/VGM Benchmarking Survey

72	70	5/2/2018 3:52 PM
73	20	5/2/2018 12:33 PM
74	0	5/2/2018 10:47 AM
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1	1	7/13/2018 7:16 PM
2	0	7/13/2018 5:12 PM
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14	5	7/12/2018 11:26 AM
15	5	7/12/2018 10:58 AM
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23	28	7/10/2018 10:31 AM
24	12	7/5/2018 10:42 AM
25	16	7/3/2018 5:37 PM
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29	5	7/3/2018 10:28 AM
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33	10	6/28/2018 12:35 PM
34	20	6/28/2018 12:14 PM
35	0	6/28/2018 11:08 AM
36	5	6/28/2018 10:11 AM
37	5	6/28/2018 9:54 AM

2018 HME News/VGM Benchmarking Survey

38	50	6/26/2018 8:07 PM
39	10	6/23/2018 1:39 PM
40	0	6/21/2018 2:55 PM
41	2	6/20/2018 4:30 PM
42	13	6/20/2018 1:18 PM
43	2	6/20/2018 11:20 AM
44	8	6/20/2018 10:45 AM
45	1	6/19/2018 1:25 PM
46	2	6/19/2018 9:31 AM
47	3	6/18/2018 12:08 PM
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49	10	6/15/2018 11:33 AM
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52	5	6/14/2018 1:08 PM
53	13	6/14/2018 12:08 PM
54	25	6/13/2018 10:08 AM
55	10	6/13/2018 9:28 AM
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72	21	5/26/2018 11:39 AM
73	10	5/22/2018 2:12 PM
74	1	5/17/2018 6:19 PM
75	16	5/17/2018 1:26 PM
76	30	5/17/2018 12:16 PM
77	95	5/17/2018 11:42 AM
78	17	5/15/2018 4:39 PM

2018 HME News/VGM Benchmarking Survey

79	30	5/12/2018 2:18 PM
80	15	5/11/2018 3:44 PM
81	8	5/10/2018 12:01 PM
82	5	5/10/2018 8:27 AM
83	1	5/9/2018 6:38 PM
84	3	5/7/2018 8:10 PM
85	20	5/5/2018 1:12 PM
86	5	5/3/2018 1:31 PM
87	3	5/3/2018 9:58 AM
88	10	5/2/2018 5:32 PM
89	0	5/2/2018 3:58 PM
90	0	5/2/2018 3:52 PM
91	10	5/2/2018 12:33 PM
92	10	5/2/2018 11:07 AM
93	25	5/2/2018 10:53 AM
#	ORTHOTICS AND PROSTHETICS	DATE
1	3	7/13/2018 7:16 PM
2	4	7/13/2018 5:32 PM
3	2	7/13/2018 5:12 PM
4	20	7/13/2018 3:09 PM
5	4	7/13/2018 2:51 PM
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7	0	7/13/2018 12:06 PM
8	70	7/12/2018 11:14 PM
9	3	7/12/2018 4:58 PM
10	2	7/12/2018 3:39 PM
11	6	7/12/2018 3:30 PM
12	10	7/12/2018 12:10 PM
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15	0	7/10/2018 6:25 PM
16	0	7/10/2018 4:27 PM
17	6	7/10/2018 2:43 PM
18	10	7/10/2018 1:02 PM
19	5	7/10/2018 12:56 PM
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21	100	7/10/2018 11:40 AM
22	8	7/10/2018 10:52 AM
23	5	7/10/2018 10:31 AM
24	0	7/5/2018 10:42 AM
25	5	7/3/2018 5:37 PM

2018 HME News/VGM Benchmarking Survey

26	7	7/3/2018 10:36 AM
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30	3	7/2/2018 4:27 PM
31	0	7/2/2018 10:33 AM
32	4	6/28/2018 1:21 PM
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62	0	5/31/2018 12:25 PM
63	5	5/30/2018 2:34 PM
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2018 HME News/VGM Benchmarking Survey

67	20	5/22/2018 2:12 PM
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69	0	5/17/2018 12:16 PM
70	1	5/15/2018 4:39 PM
71	10	5/12/2018 2:18 PM
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20	99	7/6/2018 10:26 AM
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22	0	7/5/2018 10:42 AM
23	30	7/5/2018 10:14 AM
24	5	7/3/2018 5:37 PM
25	5	7/3/2018 11:40 AM
26	5	7/3/2018 10:37 AM

2018 HME News/VGM Benchmarking Survey

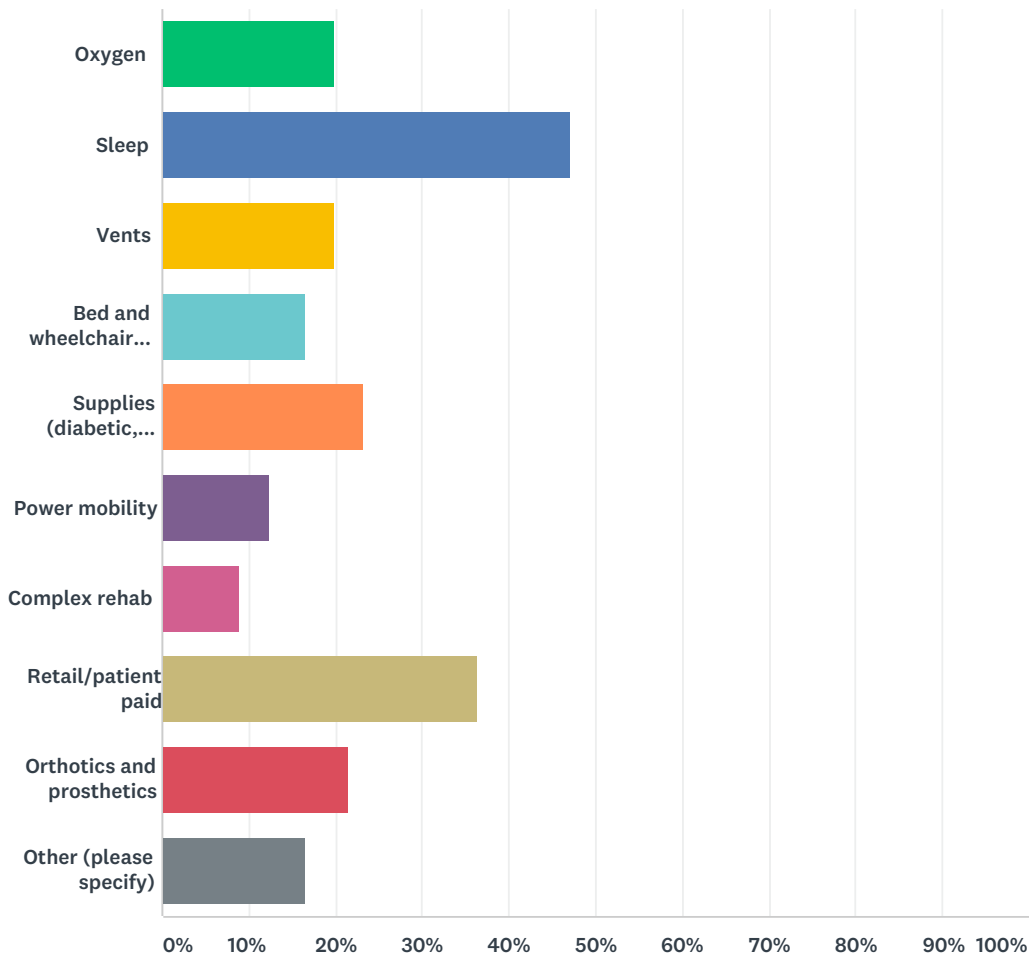
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60	5	5/30/2018 9:47 AM
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63	2	5/17/2018 6:19 PM
64	0	5/17/2018 12:16 PM
65	2	5/15/2018 4:39 PM
66	5	5/12/2018 2:18 PM
67	10	5/11/2018 3:44 PM

2018 HME News/VGM Benchmarking Survey

68	1	5/10/2018 12:01 PM
69	27	5/9/2018 6:38 PM
70	15	5/7/2018 4:43 PM
71	0	5/3/2018 9:58 AM
72	10	5/2/2018 5:32 PM
73	8	5/2/2018 3:58 PM
74	10	5/2/2018 3:52 PM
75	25	5/2/2018 10:53 AM

Q8 Which of the following product lines increased as a percentage of total revenues in the latest fiscal year? (Select all that apply.)

Answered: 121 Skipped: 0



ANSWER CHOICES	RESPONSES	
Oxygen	19.83%	24
Sleep	47.11%	57
Vents	19.83%	24
Bed and wheelchair rentals	16.53%	20
Supplies (diabetic, ostomy, wound care, enteral, etc.)	23.14%	28
Power mobility	12.40%	15
Complex rehab	9.09%	11
Retail/patient paid	36.36%	44
Orthotics and prosthetics	21.49%	26
Other (please specify)	16.53%	20

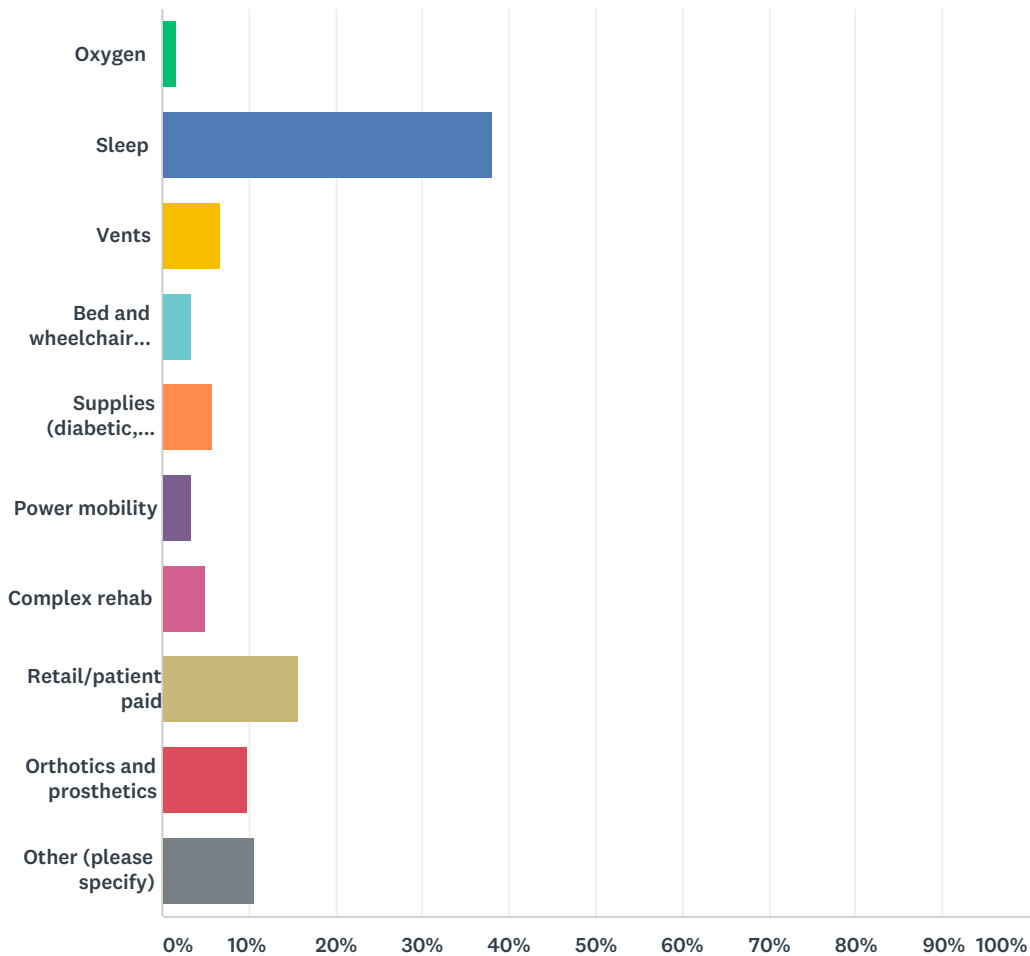
2018 HME News/VGM Benchmarking Survey

Total Respondents: 121

#	OTHER (PLEASE SPECIFY)	DATE
1	No increases, largely due to reimbursement cuts	7/13/2018 5:32 PM
2	lift chairs	7/13/2018 12:06 PM
3	Hospice	7/10/2018 6:25 PM
4	wheelchair vans	7/3/2018 11:40 AM
5	Independent living evaluatons	7/3/2018 10:37 AM
6	breast pumps	7/2/2018 7:27 PM
7	repair and home modification	6/28/2018 12:35 PM
8	hospice	6/28/2018 10:11 AM
9	breast pumps and compression	6/28/2018 9:54 AM
10	Several Items	6/20/2018 4:30 PM
11	Home modifications	6/20/2018 10:45 AM
12	Breast pumps and infusion	6/14/2018 5:03 PM
13	none	6/11/2018 2:07 PM
14	None	6/6/2018 1:21 PM
15	lift chairs	6/5/2018 9:29 AM
16	HOSPICE RENTALS	5/31/2018 1:47 PM
17	Negative Pressure Wound Therapy & Supplies	5/30/2018 3:20 PM
18	Compression socks	5/7/2018 4:43 PM
19	We only do supplies and there was no increase	5/2/2018 2:46 PM
20	disposables for sleep; urologicals; diagnostics	5/2/2018 10:53 AM

Q9 Which product line grew the fastest in the latest fiscal year compared to the prior year? (Select only one.)

Answered: 121 Skipped: 0



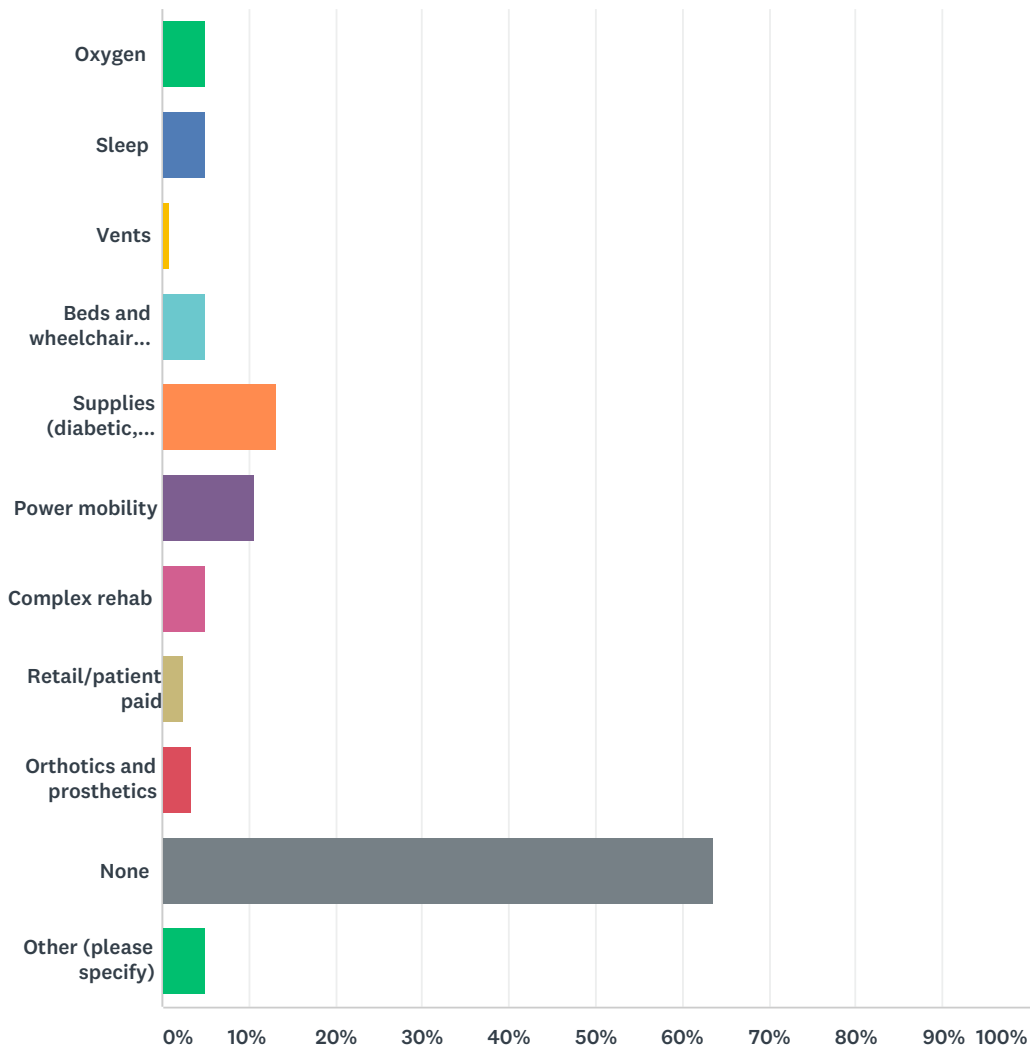
ANSWER CHOICES	RESPONSES	
Oxygen	1.65%	2
Sleep	38.02%	46
Vents	6.61%	8
Bed and wheelchair rentals	3.31%	4
Supplies (diabetic, ostomy, wound care, enteral, etc)	5.79%	7
Power mobility	3.31%	4
Complex rehab	4.96%	6
Retail/patient paid	15.70%	19
Orthotics and prosthetics	9.92%	12
Other (please specify)	10.74%	13

2018 HME News/VGM Benchmarking Survey

TOTAL		121
#	OTHER (PLEASE SPECIFY)	DATE
1	None noted	7/13/2018 5:32 PM
2	home modification	7/13/2018 3:09 PM
3	diabetic shoes	7/10/2018 12:56 PM
4	Mastectomy	7/3/2018 5:37 PM
5	breast pumps	7/2/2018 7:27 PM
6	hospice	6/28/2018 10:11 AM
7	breast pumps compression	6/28/2018 9:54 AM
8	Home mods	6/20/2018 10:45 AM
9	none	6/11/2018 2:07 PM
10	None	6/6/2018 1:21 PM
11	lift chairs	6/5/2018 9:29 AM
12	Negative Pressure Wound Therapy & Supplies	5/30/2018 3:20 PM
13	We only do supplies and there was no increase	5/2/2018 2:46 PM

Q10 Which product lines did you discontinue in the latest fiscal year, if any? (Select all that apply.)

Answered: 121 Skipped: 0



ANSWER CHOICES	RESPONSES
Oxygen	4.96% 6
Sleep	4.96% 6
Vents	0.83% 1
Beds and wheelchair rentals	4.96% 6
Supplies (diabetic, ostomy, wound care, enteral, etc)	13.22% 16
Power mobility	10.74% 13
Complex rehab	4.96% 6
Retail/patient paid	2.48% 3
Orthotics and prosthetics	3.31% 4

2018 HME News/VGM Benchmarking Survey

None	63.64%	77
Other (please specify)	4.96%	6
Total Respondents: 121		

#	OTHER (PLEASE SPECIFY)	DATE
1	Infusion pharmacy	7/2/2018 4:27 PM
2	diabetic shoes	6/23/2018 1:39 PM
3	pediatric infant	5/31/2018 12:25 PM
4	Mastectomy - Women's Health	5/11/2018 3:44 PM
5	We only do supplies so we did not discontinue anything	5/2/2018 2:46 PM
6	DICONTINUED GROUP 2 POWER WHEELCHAIRS	5/2/2018 12:33 PM

Q11 How many full time equivalent employees (FTEs) do you have in the following categories?

Answered: 121 Skipped: 0

ANSWER CHOICES	RESPONSES	
Intake/CSR	95.87%	116
Billing/collections	96.69%	117
Respiratory therapist	72.73%	88
Delivery tech	90.91%	110
Marketing/sales	83.47%	101
Rehab Technology Supplier	56.20%	68
Other	69.42%	84

#	INTAKE/CSR	DATE
1	5	7/13/2018 7:16 PM
2	11.7	7/13/2018 5:32 PM
3	58	7/13/2018 5:12 PM
4	40	7/13/2018 3:09 PM
5	17	7/13/2018 2:51 PM
6	12	7/13/2018 2:30 PM
7	6	7/13/2018 12:55 PM
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9	1	7/12/2018 11:14 PM
10	4	7/12/2018 4:59 PM
11	1	7/12/2018 4:58 PM
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14	5	7/12/2018 12:10 PM
15	6.3	7/12/2018 11:26 AM
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20	8	7/10/2018 4:27 PM
21	97	7/10/2018 2:43 PM
22	8	7/10/2018 1:02 PM
23	2	7/10/2018 12:56 PM
24	1	7/10/2018 11:41 AM

2018 HME News/VGM Benchmarking Survey

25	3	7/10/2018 11:40 AM
26	14.5	7/10/2018 10:52 AM
27	7	7/10/2018 10:31 AM
28	1	7/6/2018 10:26 AM
29	1	7/5/2018 3:20 PM
30	6	7/5/2018 10:42 AM
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32	3	7/3/2018 5:37 PM
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36	6	7/3/2018 10:32 AM
37	1	7/3/2018 10:28 AM
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61	2	6/14/2018 5:43 PM
62	27	6/14/2018 5:03 PM
63	5	6/14/2018 1:08 PM
64	20	6/14/2018 12:08 PM
65	45	6/13/2018 10:08 AM

2018 HME News/VGM Benchmarking Survey

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71	6	6/11/2018 2:07 PM
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74	29	6/7/2018 10:08 AM
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102	6	5/7/2018 8:10 PM
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105	10.6	5/3/2018 1:31 PM
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2018 HME News/VGM Benchmarking Survey

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22	1	7/10/2018 12:56 PM
23	2	7/10/2018 11:41 AM
24	3	7/10/2018 11:40 AM
25	0	7/10/2018 10:52 AM
26	3	7/10/2018 10:31 AM
27	1	7/6/2018 10:26 AM
28	2	7/5/2018 3:20 PM
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30	6	7/5/2018 10:14 AM

2018 HME News/VGM Benchmarking Survey

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68	8	6/12/2018 8:49 AM
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2018 HME News/VGM Benchmarking Survey

72	1	6/7/2018 4:09 PM
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109	5	5/2/2018 3:52 PM
110	3	5/2/2018 2:46 PM
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2018 HME News/VGM Benchmarking Survey

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35	48	6/28/2018 11:08 AM

2018 HME News/VGM Benchmarking Survey

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46	3	6/19/2018 1:25 PM
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2018 HME News/VGM Benchmarking Survey

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18	5	7/10/2018 6:25 PM
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20	42	7/10/2018 2:43 PM
21	7	7/10/2018 1:02 PM
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24	6	7/10/2018 10:52 AM
25	2	7/10/2018 10:31 AM
26	1	7/6/2018 10:26 AM
27	1	7/5/2018 3:20 PM
28	1.5	7/5/2018 10:42 AM

2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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18	3	7/3/2018 10:36 AM
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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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32	1	6/28/2018 12:14 PM
33	10	6/28/2018 11:08 AM

2018 HME News/VGM Benchmarking Survey

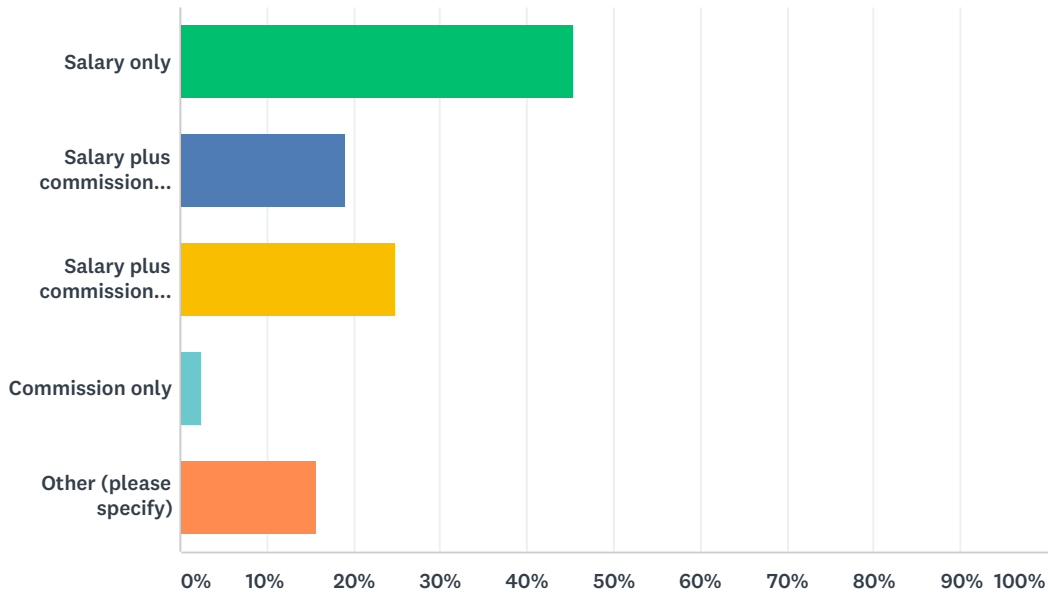
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70	1	5/17/2018 1:26 PM
71	2	5/17/2018 11:42 AM
72	27	5/15/2018 4:39 PM
73	1	5/12/2018 2:18 PM
74	(1) Receptionist, (1) Admin. Assistant	5/11/2018 3:44 PM

2018 HME News/VGM Benchmarking Survey

75	5	5/10/2018 8:27 AM
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79	3	5/3/2018 1:31 PM
80	2	5/2/2018 5:32 PM
81	9	5/2/2018 3:58 PM
82	6	5/2/2018 3:52 PM
83	4	5/2/2018 2:46 PM
84	0	5/2/2018 10:53 AM

Q12 How are your sales employees compensated? (Select all that apply.)

Answered: 121 Skipped: 0



ANSWER CHOICES	RESPONSES	
Salary only	45.45%	55
Salary plus commission based on new patients	19.01%	23
Salary plus commission based on collections	24.79%	30
Commission only	2.48%	3
Other (please specify)	15.70%	19
Total Respondents: 121		

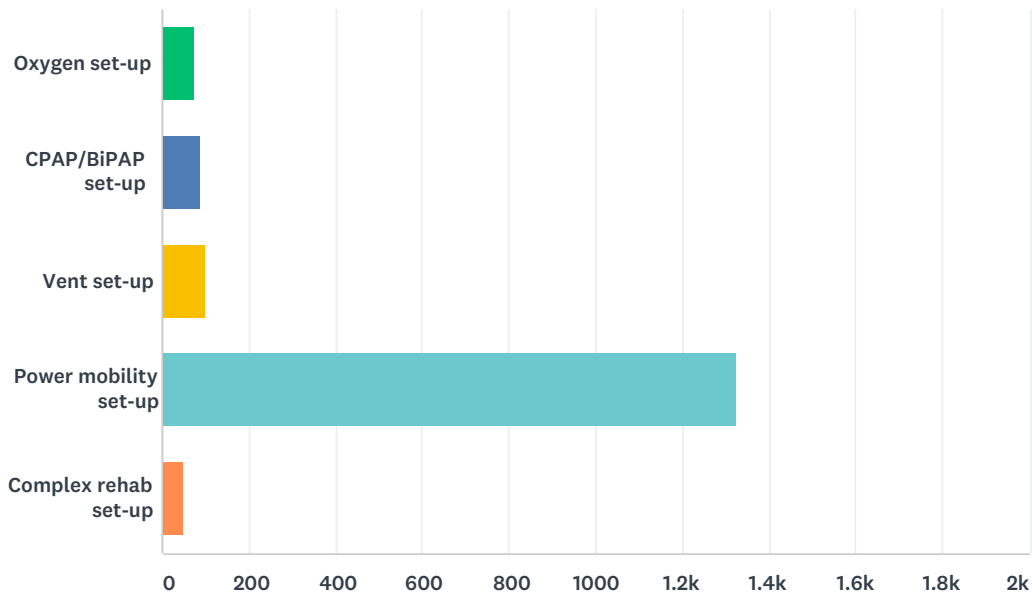
#	OTHER (PLEASE SPECIFY)	DATE
1	Salary plus commission based on revenue growth above budget	7/13/2018 5:32 PM
2	salaru plus commission based on sales	7/13/2018 3:09 PM
3	We just let 2 go because of reimbursements	7/10/2018 11:41 AM
4	no sales person	7/10/2018 10:31 AM
5	owner is marketer	7/5/2018 3:20 PM
6	Hourly	7/3/2018 5:37 PM
7	none	6/28/2018 12:35 PM
8	NO SALES EMPLOYEES	6/28/2018 12:14 PM
9	Salary + Commissions based on gross profit	6/25/2018 12:37 PM
10	hourly	6/23/2018 1:39 PM
11	salary and bonus	6/20/2018 11:39 AM
12	sales is done by the owners	6/20/2018 11:20 AM
13	No sales staff	6/19/2018 1:25 PM

2018 HME News/VGM Benchmarking Survey

14	no sales staff	6/14/2018 5:43 PM
15	N/A	5/30/2018 2:34 PM
16	no sales employee at this time	5/30/2018 10:26 AM
17	Salary plus 0.5% of Gross Profit of Territory Sales	5/15/2018 4:39 PM
18	Salary plus commission based on retail sales	5/12/2018 2:18 PM
19	No sales staff	5/3/2018 1:31 PM

Q13 If you pay commission based on set-ups, how much do you pay per:
(Enter full dollar amounts with no commas or abbreviations, i.e. 1000)

Answered: 34 Skipped: 87



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Oxygen set-up	73	1,980	27
CPAP/BiPAP set-up	87	2,622	30
Vent set-up	102	2,855	28
Power mobility set-up	1,325	34,450	26
Complex rehab set-up	52	1,200	23
Total Respondents: 34			

#	OXYGEN SET-UP	DATE
1	125	7/13/2018 7:16 PM
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8	0	7/10/2018 10:52 AM
9	20	7/5/2018 3:20 PM
10	70	7/5/2018 10:42 AM
11	50	7/5/2018 10:14 AM
12	5	7/3/2018 10:36 AM

2018 HME News/VGM Benchmarking Survey

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22	30	5/31/2018 12:25 PM
23	0	5/30/2018 2:34 PM
24	28	5/22/2018 2:12 PM
25	60	5/17/2018 6:19 PM

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26	0	5/12/2018 2:18 PM
27	15	5/9/2018 6:38 PM
28	1500	5/2/2018 5:32 PM
29	0	5/2/2018 10:47 AM
30	400	5/1/2018 7:08 PM
#	VENT SET-UP	DATE
1	125	7/13/2018 7:16 PM
2	300	7/13/2018 5:12 PM
3	0	7/12/2018 4:58 PM
4	250	7/12/2018 12:10 PM
5	150	7/12/2018 10:58 AM
6	500	7/10/2018 6:25 PM
7	0	7/10/2018 12:56 PM
8	0	7/10/2018 10:52 AM
9	10	7/5/2018 3:20 PM
10	0	7/5/2018 10:42 AM
11	500	7/5/2018 10:14 AM
12	0	7/3/2018 10:36 AM
13	120	7/3/2018 10:32 AM
14	0	7/2/2018 7:27 PM
15	300	7/2/2018 10:33 AM
16	0	6/28/2018 12:14 PM
17	0	6/28/2018 9:54 AM
18	200	6/20/2018 4:30 PM
19	150	6/18/2018 12:08 PM
20	0	6/15/2018 11:33 AM
21	0	6/12/2018 1:10 PM
22	0	6/11/2018 2:07 PM
23	0	5/31/2018 12:25 PM
24	0	5/30/2018 2:34 PM
25	100	5/22/2018 2:12 PM
26	0	5/12/2018 2:18 PM
27	150	5/9/2018 6:38 PM
28	0	5/2/2018 10:47 AM
#	POWER MOBILITY SET-UP	DATE
1	150	7/13/2018 7:16 PM
2	0	7/13/2018 5:12 PM
3	0	7/12/2018 4:58 PM
4	0	7/12/2018 12:10 PM
5	100	7/12/2018 10:58 AM
6	0	7/10/2018 6:25 PM

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7	0	7/10/2018 12:56 PM
8	0	7/10/2018 10:52 AM
9	0	7/5/2018 10:42 AM
10	0	7/3/2018 10:36 AM
11	100	7/3/2018 10:32 AM
12	0	7/2/2018 7:27 PM
13	0	6/28/2018 12:14 PM
14	0	6/28/2018 9:54 AM
15	3000	6/26/2018 10:59 AM
16	0	6/20/2018 4:30 PM
17	30000	6/15/2018 11:42 AM
18	0	6/15/2018 11:33 AM
19	0	6/12/2018 1:10 PM
20	0	6/11/2018 2:07 PM
21	100	5/31/2018 12:25 PM
22	0	5/30/2018 2:34 PM
23	0	5/22/2018 2:12 PM
24	0	5/12/2018 2:18 PM
25	1000	5/2/2018 5:32 PM
26	0	5/2/2018 10:47 AM
#	COMPLEX REHAB SET-UP	DATE
1	0	7/13/2018 7:16 PM
2	200	7/13/2018 5:12 PM
3	0	7/12/2018 4:58 PM
4	0	7/12/2018 12:10 PM
5	0	7/10/2018 6:25 PM
6	0	7/10/2018 12:56 PM
7	0	7/10/2018 10:52 AM
8	0	7/5/2018 10:42 AM
9	0	7/3/2018 10:36 AM
10	0	7/3/2018 10:32 AM
11	1000	7/3/2018 10:28 AM
12	0	7/2/2018 7:27 PM
13	0	6/28/2018 12:14 PM
14	0	6/28/2018 9:54 AM
15	0	6/20/2018 4:30 PM
16	0	6/15/2018 11:33 AM
17	0	6/12/2018 1:10 PM
18	0	6/11/2018 2:07 PM
19	0	5/31/2018 12:25 PM
20	0	5/30/2018 2:34 PM

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21	0	5/22/2018 2:12 PM
22	0	5/12/2018 2:18 PM
23	0	5/2/2018 10:47 AM

Q14 What are your average monthly oxygen set-ups per respiratory sales rep? (If not applicable, please leave blank.)

Answered: 45 Skipped: 76

#	RESPONSES	DATE
1	36	7/13/2018 7:16 PM
2	25	7/13/2018 3:09 PM
3	183	7/12/2018 3:30 PM
4	26	7/12/2018 12:10 PM
5	5	7/12/2018 10:58 AM
6	0	7/12/2018 10:11 AM
7	5	7/11/2018 11:37 AM
8	26.5	7/10/2018 6:25 PM
9	183	7/10/2018 2:43 PM
10	5	7/10/2018 12:56 PM
11	0	7/10/2018 11:41 AM
12	no sales reps	7/10/2018 10:52 AM
13	2	7/10/2018 10:31 AM
14	2	7/5/2018 3:20 PM
15	15	7/5/2018 10:42 AM
16	35	7/5/2018 10:14 AM
17	oxygen set-ups completed by delivery technicians	7/3/2018 5:37 PM
18	0	7/3/2018 10:37 AM
19	50	7/3/2018 10:36 AM
20	20	7/3/2018 10:32 AM
21	10	7/2/2018 7:27 PM
22	16	7/2/2018 10:33 AM
23	15	6/28/2018 11:08 AM
24	0	6/26/2018 8:07 PM
25	6	6/23/2018 1:39 PM
26	46	6/20/2018 4:30 PM
27	22	6/15/2018 11:33 AM
28	10	6/13/2018 10:08 AM
29	10	6/12/2018 1:10 PM
30	0	6/12/2018 1:10 PM
31	18	6/11/2018 2:07 PM
32	6	6/7/2018 10:08 AM
33	5	6/1/2018 6:34 PM
34	10	5/31/2018 12:25 PM

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35	10	5/31/2018 10:23 AM
36	4	5/30/2018 4:07 PM
37	2	5/30/2018 9:59 AM
38	20	5/22/2018 2:12 PM
39	0	5/17/2018 1:26 PM
40	64	5/15/2018 4:39 PM
41	3	5/10/2018 12:01 PM
42	0	5/7/2018 8:10 PM
43	0	5/5/2018 1:12 PM
44	156	5/3/2018 9:58 AM
45	0-1	5/2/2018 5:32 PM

Q15 What are your average monthly sleep set-ups per respiratory sales rep? (If not applicable, please leave blank.)

Answered: 51 Skipped: 70

#	RESPONSES	DATE
1	45	7/13/2018 7:16 PM
2	60	7/13/2018 3:09 PM
3	na (no specific respiratory sales rep)	7/13/2018 2:30 PM
4	16	7/12/2018 3:39 PM
5	740	7/12/2018 3:30 PM
6	26	7/12/2018 12:10 PM
7	20	7/12/2018 10:58 AM
8	0	7/12/2018 10:11 AM
9	60	7/11/2018 11:37 AM
10	34	7/10/2018 6:25 PM
11	740	7/10/2018 2:43 PM
12	30	7/10/2018 1:02 PM
13	3	7/10/2018 12:56 PM
14	0	7/10/2018 11:41 AM
15	no sales reps	7/10/2018 10:52 AM
16	1	7/10/2018 10:31 AM
17	30	7/5/2018 3:20 PM
18	40	7/5/2018 10:42 AM
19	120	7/5/2018 10:14 AM
20	80	7/3/2018 5:37 PM
21	0	7/3/2018 10:37 AM
22	120	7/3/2018 10:36 AM
23	150	7/3/2018 10:32 AM
24	47	7/2/2018 7:27 PM
25	80	7/2/2018 10:33 AM
26	30	6/28/2018 11:08 AM
27	0	6/26/2018 8:07 PM
28	16	6/23/2018 1:39 PM
29	70	6/20/2018 4:30 PM
30	20	6/15/2018 11:33 AM
31	30	6/14/2018 12:08 PM
32	30	6/13/2018 10:08 AM
33	5	6/12/2018 1:10 PM
34	42	6/7/2018 10:08 AM

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35	8-10	6/6/2018 7:22 PM
36	53	6/1/2018 6:34 PM
37	45	5/31/2018 12:25 PM
38	6	5/30/2018 4:07 PM
39	45	5/30/2018 9:59 AM
40	3	5/30/2018 9:47 AM
41	30	5/22/2018 2:12 PM
42	85	5/17/2018 6:19 PM
43	0	5/17/2018 1:26 PM
44	101	5/15/2018 4:39 PM
45	15	5/10/2018 12:01 PM
46	60	5/9/2018 6:38 PM
47	0	5/7/2018 8:10 PM
48	0	5/5/2018 1:12 PM
49	100	5/3/2018 9:58 AM
50	1-2	5/2/2018 5:32 PM
51	400	5/1/2018 6:53 PM

Q16 On average, what percentage of your sales employees' total compensation is commission or incentive based?

Answered: 71 Skipped: 50

#	RESPONSES	DATE
1	75	7/13/2018 7:16 PM
2	25	7/13/2018 5:12 PM
3	50	7/13/2018 2:30 PM
4	100	7/12/2018 11:14 PM
5	0	7/12/2018 4:59 PM
6	Less than 18	7/12/2018 3:30 PM
7	50	7/12/2018 12:10 PM
8	25	7/12/2018 10:58 AM
9	0	7/12/2018 10:11 AM
10	50	7/11/2018 11:37 AM
11	50%	7/10/2018 6:25 PM
12	15	7/10/2018 4:27 PM
13	less than 18%	7/10/2018 2:43 PM
14	5	7/10/2018 1:02 PM
15	0	7/10/2018 12:56 PM
16	20	7/10/2018 11:41 AM
17	25	7/10/2018 11:40 AM
18	no sales reps	7/10/2018 10:52 AM
19	0	7/10/2018 10:31 AM
20	0	7/5/2018 3:20 PM
21	10	7/5/2018 10:42 AM
22	50%	7/5/2018 10:14 AM
23	0%	7/3/2018 5:37 PM
24	0	7/3/2018 11:40 AM
25	0	7/3/2018 10:37 AM
26	55	7/3/2018 10:36 AM
27	25	7/3/2018 10:32 AM
28	na	7/2/2018 7:27 PM
29	50	7/2/2018 10:33 AM
30	50%	6/28/2018 1:21 PM
31	10	6/28/2018 11:08 AM
32	0	6/26/2018 8:07 PM
33	50	6/26/2018 10:59 AM
34	50	6/25/2018 12:37 PM

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35	40	6/21/2018 2:55 PM
36	26	6/20/2018 4:30 PM
37	25	6/20/2018 1:18 PM
38	20%	6/20/2018 11:39 AM
39	0	6/20/2018 10:45 AM
40	60% Salary 40% Comission	6/19/2018 9:31 AM
41	50	6/15/2018 11:42 AM
42	10	6/15/2018 11:33 AM
43	0	6/14/2018 12:08 PM
44	0	6/13/2018 10:08 AM
45	0	6/12/2018 1:10 PM
46	0	6/12/2018 1:10 PM
47	90	6/12/2018 8:49 AM
48	50	6/11/2018 2:07 PM
49	0	6/7/2018 10:08 AM
50	50	6/6/2018 1:21 PM
51	5	6/5/2018 9:29 AM
52	50	5/31/2018 12:25 PM
53	0	5/31/2018 10:23 AM
54	0	5/30/2018 4:07 PM
55	80%	5/30/2018 3:20 PM
56	0	5/30/2018 9:59 AM
57	0	5/30/2018 9:47 AM
58	0	5/26/2018 11:39 AM
59	50	5/22/2018 2:12 PM
60	50	5/17/2018 6:19 PM
61	0	5/17/2018 1:26 PM
62	33%	5/15/2018 4:39 PM
63	15	5/12/2018 2:18 PM
64	0	5/10/2018 12:01 PM
65	1	5/9/2018 6:38 PM
66	20	5/9/2018 10:20 AM
67	50%	5/7/2018 8:10 PM
68	20	5/5/2018 1:12 PM
69	40	5/3/2018 9:58 AM
70	none	5/2/2018 10:53 AM
71	10%	5/1/2018 6:53 PM

Q17 What was your total employee expense (including benefits) for the latest fiscal year? (Enter full dollar amount with no commas or abbreviations, i.e. 100000)

Answered: 121 Skipped: 0

#	RESPONSES	DATE
1	1884616	7/13/2018 7:16 PM
2	4617255	7/13/2018 5:32 PM
3	10750170	7/13/2018 5:12 PM
4	11800000	7/13/2018 3:09 PM
5	5212943	7/13/2018 2:51 PM
6	1892450	7/13/2018 2:30 PM
7	75000	7/13/2018 12:55 PM
8	407824	7/13/2018 12:06 PM
9	120000	7/12/2018 11:14 PM
10	406689	7/12/2018 4:59 PM
11	169800	7/12/2018 4:58 PM
12	2449403	7/12/2018 3:39 PM
13	12995392	7/12/2018 3:30 PM
14	739265	7/12/2018 12:10 PM
15	736351	7/12/2018 11:26 AM
16	41247395	7/12/2018 10:58 AM
17	0	7/12/2018 10:11 AM
18	400000	7/11/2018 11:37 AM
19	1096523	7/10/2018 6:25 PM
20	1263500	7/10/2018 4:27 PM
21	12995392	7/10/2018 2:43 PM
22	1,675,000	7/10/2018 1:02 PM
23	180000	7/10/2018 12:56 PM
24	310000	7/10/2018 11:41 AM
25	520000	7/10/2018 11:40 AM
26	986406	7/10/2018 10:52 AM
27	10000	7/10/2018 10:31 AM
28	60000	7/6/2018 10:26 AM
29	210000	7/5/2018 3:20 PM
30	339850	7/5/2018 10:42 AM
31	5500000	7/5/2018 10:14 AM
32	2160000	7/3/2018 5:37 PM
33	496000	7/3/2018 11:40 AM

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34	250000	7/3/2018 10:37 AM
35	26230000	7/3/2018 10:36 AM
36	825000	7/3/2018 10:32 AM
37	125000	7/3/2018 10:28 AM
38	415497	7/2/2018 7:27 PM
39	8936677	7/2/2018 4:27 PM
40	3800000	7/2/2018 10:33 AM
41	87234	7/1/2018 9:35 AM
42	3900000	6/28/2018 1:21 PM
43	908239	6/28/2018 12:35 PM
44	578498	6/28/2018 12:14 PM
45	1500000	6/28/2018 11:08 AM
46	2000000	6/28/2018 10:11 AM
47	1082000	6/28/2018 9:54 AM
48	300000	6/26/2018 8:07 PM
49	120000	6/26/2018 10:59 AM
50	1600000	6/25/2018 12:37 PM
51	226000	6/23/2018 1:39 PM
52	3400000	6/21/2018 2:55 PM
53	11300000	6/20/2018 4:30 PM
54	9447672	6/20/2018 1:18 PM
55	\$700,000	6/20/2018 11:39 AM
56	1252525	6/20/2018 11:20 AM
57	1250000	6/20/2018 10:45 AM
58	981634	6/19/2018 1:25 PM
59	6173913	6/19/2018 9:31 AM
60	1,600,000	6/18/2018 12:08 PM
61	1035000	6/15/2018 11:42 AM
62	1166665	6/15/2018 11:33 AM
63	320359	6/14/2018 5:43 PM
64	3106012	6/14/2018 5:03 PM
65	1290330	6/14/2018 1:08 PM
66	2321262	6/14/2018 12:08 PM
67	\$7 million	6/13/2018 10:08 AM
68	8523003	6/13/2018 9:28 AM
69	23420	6/12/2018 1:10 PM
70	505223	6/12/2018 1:10 PM
71	24400	6/12/2018 9:34 AM
72	2000000	6/12/2018 8:49 AM
73	1000000	6/12/2018 8:24 AM
74	1451000	6/11/2018 2:07 PM

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75	1361000	6/8/2018 10:14 AM
76	200,000.00	6/7/2018 4:09 PM
77	4039881	6/7/2018 10:08 AM
78	\$200000	6/6/2018 7:22 PM
79	1185773	6/6/2018 1:21 PM
80	660755	6/5/2018 9:29 AM
81	1072467	6/1/2018 6:34 PM
82	564000	5/31/2018 2:09 PM
83	60000	5/31/2018 1:47 PM
84	477364	5/31/2018 12:25 PM
85	270000	5/31/2018 10:23 AM
86	50000	5/30/2018 4:07 PM
87	13828000	5/30/2018 3:20 PM
88	578498	5/30/2018 2:34 PM
89	8500000	5/30/2018 11:20 AM
90	767461	5/30/2018 10:26 AM
91	57000	5/30/2018 9:59 AM
92	483000	5/30/2018 9:47 AM
93	1111302	5/26/2018 11:39 AM
94	11000000	5/22/2018 2:12 PM
95	803526	5/17/2018 6:19 PM
96	95000	5/17/2018 1:26 PM
97	1	5/17/2018 12:16 PM
98	550000	5/17/2018 11:42 AM
99	3584003	5/15/2018 4:39 PM
100	180000	5/12/2018 2:18 PM
101	1319057	5/11/2018 3:44 PM
102	520000	5/10/2018 12:01 PM
103	250000	5/10/2018 8:27 AM
104	2042333	5/9/2018 6:38 PM
105	DON'T KNOW	5/9/2018 10:20 AM
106	838000	5/7/2018 8:10 PM
107	2030000	5/7/2018 4:43 PM
108	450000	5/5/2018 1:12 PM
109	1529800	5/3/2018 1:31 PM
110	0	5/3/2018 9:58 AM
111	210000	5/2/2018 5:32 PM
112	4191845	5/2/2018 3:58 PM
113	980000	5/2/2018 3:52 PM
114	1092000	5/2/2018 2:46 PM
115	1000000	5/2/2018 12:52 PM

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116	250000	5/2/2018 12:33 PM
117	270000	5/2/2018 11:07 AM
118	100000	5/2/2018 10:53 AM
119	7	5/2/2018 10:47 AM
120	2000000	5/1/2018 7:08 PM
121	\$1,826,355	5/1/2018 6:53 PM

Q18 What was your total occupancy expense (including rents, insurance, property tax, utilities) for the latest fiscal year? (Enter full dollar amount with no commas or abbreviations, i.e. 100000)

Answered: 121 Skipped: 0

#	RESPONSES	DATE
1	98383	7/13/2018 7:16 PM
2	268931	7/13/2018 5:32 PM
3	912981	7/13/2018 5:12 PM
4	1460000	7/13/2018 3:09 PM
5	497738	7/13/2018 2:51 PM
6	Around \$110,000	7/13/2018 2:30 PM
7	50000	7/13/2018 12:55 PM
8	44198	7/13/2018 12:06 PM
9	12000	7/12/2018 11:14 PM
10	118269	7/12/2018 4:59 PM
11	104481	7/12/2018 4:58 PM
12	38492	7/12/2018 3:39 PM
13	1707017	7/12/2018 3:30 PM
14	160184	7/12/2018 12:10 PM
15	134570	7/12/2018 11:26 AM
16	512954	7/12/2018 10:58 AM
17	0	7/12/2018 10:11 AM
18	100000	7/11/2018 11:37 AM
19	219421	7/10/2018 6:25 PM
20	135105	7/10/2018 4:27 PM
21	1707017	7/10/2018 2:43 PM
22	98,000	7/10/2018 1:02 PM
23	25000	7/10/2018 12:56 PM
24	60000	7/10/2018 11:41 AM
25	20000	7/10/2018 11:40 AM
26	181637	7/10/2018 10:52 AM
27	30000	7/10/2018 10:31 AM
28	45000	7/6/2018 10:26 AM
29	52000	7/5/2018 3:20 PM
30	45000	7/5/2018 10:42 AM
31	250000	7/5/2018 10:14 AM
32	0	7/3/2018 5:37 PM
33	215000	7/3/2018 11:40 AM

2018 HME News/VGM Benchmarking Survey

34	150000	7/3/2018 10:37 AM
35	7740000	7/3/2018 10:36 AM
36	15000	7/3/2018 10:32 AM
37	24000	7/3/2018 10:28 AM
38	60413	7/2/2018 7:27 PM
39	926873	7/2/2018 4:27 PM
40	250000	7/2/2018 10:33 AM
41	90000	7/1/2018 9:35 AM
42	150000	6/28/2018 1:21 PM
43	101090	6/28/2018 12:35 PM
44	77500	6/28/2018 12:14 PM
45	400000	6/28/2018 11:08 AM
46	150000	6/28/2018 10:11 AM
47	120000	6/28/2018 9:54 AM
48	50000	6/26/2018 8:07 PM
49	40000	6/26/2018 10:59 AM
50	155000	6/25/2018 12:37 PM
51	29000	6/23/2018 1:39 PM
52	641000	6/21/2018 2:55 PM
53	1200000	6/20/2018 4:30 PM
54	1377897	6/20/2018 1:18 PM
55	60,000	6/20/2018 11:39 AM
56	237255	6/20/2018 11:20 AM
57	275000	6/20/2018 10:45 AM
58	84000	6/19/2018 1:25 PM
59	331358	6/19/2018 9:31 AM
60	825000	6/18/2018 12:08 PM
61	63000	6/15/2018 11:42 AM
62	65373	6/15/2018 11:33 AM
63	70135	6/14/2018 5:43 PM
64	339713	6/14/2018 5:03 PM
65	80000	6/14/2018 1:08 PM
66	500000	6/14/2018 12:08 PM
67	\$1.3 million	6/13/2018 10:08 AM
68	745231	6/13/2018 9:28 AM
69	15600	6/12/2018 1:10 PM
70	72000	6/12/2018 1:10 PM
71	17800	6/12/2018 9:34 AM
72	250000	6/12/2018 8:49 AM
73	120000	6/12/2018 8:24 AM
74	176000	6/11/2018 2:07 PM

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75	196000	6/8/2018 10:14 AM
76	40,000.00	6/7/2018 4:09 PM
77	564972	6/7/2018 10:08 AM
78	900000	6/6/2018 7:22 PM
79	98406	6/6/2018 1:21 PM
80	37975	6/5/2018 9:29 AM
81	87953	6/1/2018 6:34 PM
82	42000	5/31/2018 2:09 PM
83	45000	5/31/2018 1:47 PM
84	91428	5/31/2018 12:25 PM
85	35000	5/31/2018 10:23 AM
86	22500	5/30/2018 4:07 PM
87	1276000	5/30/2018 3:20 PM
88	76700	5/30/2018 2:34 PM
89	900000	5/30/2018 11:20 AM
90	130644	5/30/2018 10:26 AM
91	7000	5/30/2018 9:59 AM
92	78000	5/30/2018 9:47 AM
93	121224	5/26/2018 11:39 AM
94	824000	5/22/2018 2:12 PM
95	99000	5/17/2018 6:19 PM
96	15000	5/17/2018 1:26 PM
97	1	5/17/2018 12:16 PM
98	120000	5/17/2018 11:42 AM
99	364189	5/15/2018 4:39 PM
100	96000	5/12/2018 2:18 PM
101	155000	5/11/2018 3:44 PM
102	171000	5/10/2018 12:01 PM
103	17700	5/10/2018 8:27 AM
104	575939	5/9/2018 6:38 PM
105	21600	5/9/2018 10:20 AM
106	122667	5/7/2018 8:10 PM
107	80000	5/7/2018 4:43 PM
108	36000	5/5/2018 1:12 PM
109	96000	5/3/2018 1:31 PM
110	0	5/3/2018 9:58 AM
111	130000	5/2/2018 5:32 PM
112	234390	5/2/2018 3:58 PM
113	125000	5/2/2018 3:52 PM
114	192635	5/2/2018 2:46 PM
115	300000	5/2/2018 12:52 PM

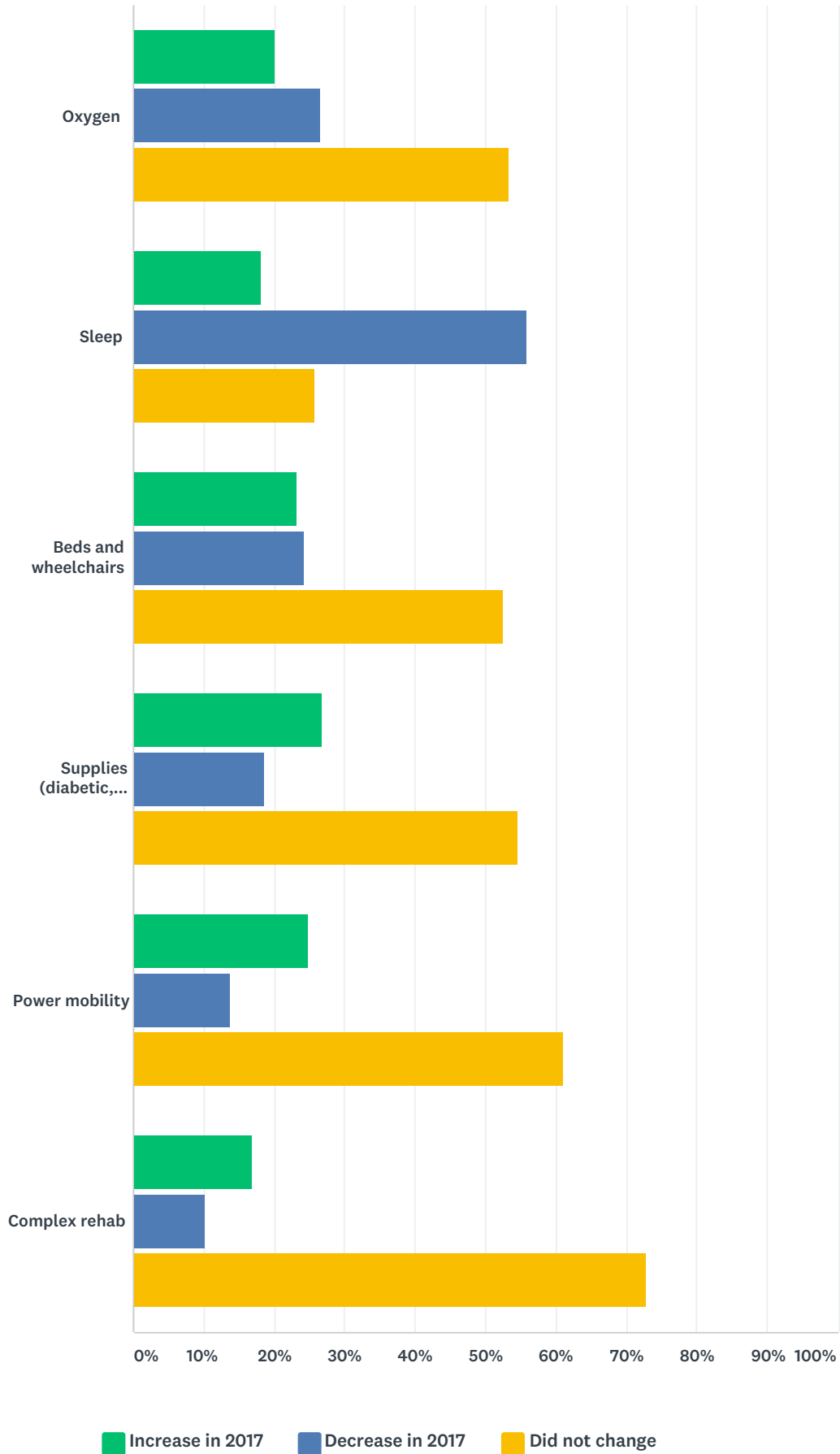
2018 HME News/VGM Benchmarking Survey

116	210000	5/2/2018 12:33 PM
117	35000	5/2/2018 11:07 AM
118	42000	5/2/2018 10:53 AM
119	72535	5/2/2018 10:47 AM
120	94998	5/1/2018 7:08 PM
121	95,000	5/1/2018 6:53 PM

Q19 Did your unit cost of comparable HME equipment (for rental & sales) purchased, by product:

Answered: 112 Skipped: 9

2018 HME News/VGM Benchmarking Survey



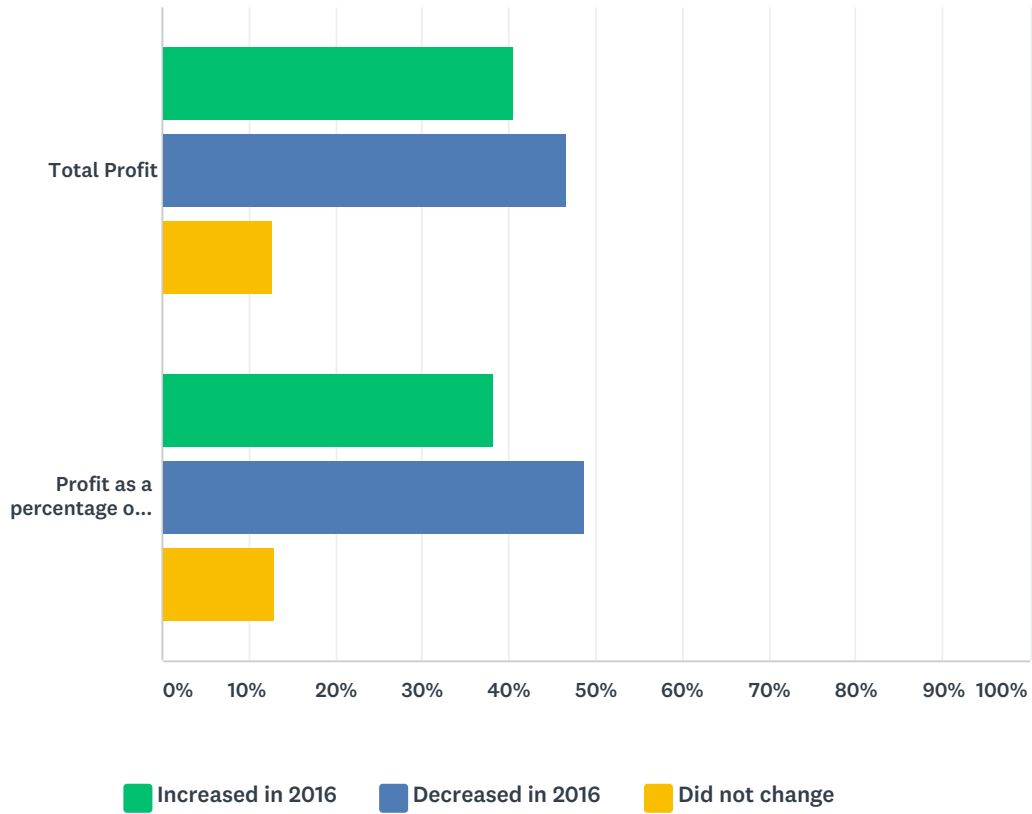
INCREASE IN 2017	DECREASE IN 2017	DID NOT CHANGE	TOTAL
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2018 HME News/VGM Benchmarking Survey

Oxygen	20.00% 18	26.67% 24	53.33% 48	90
Sleep	18.28% 17	55.91% 52	25.81% 24	93
Beds and wheelchairs	23.23% 23	24.24% 24	52.53% 52	99
Supplies (diabetic, ostomy, wound care, enteral, etc)	26.74% 23	18.60% 16	54.65% 47	86
Power mobility	25.00% 18	13.89% 10	61.11% 44	72
Complex rehab	16.95% 10	10.17% 6	72.88% 43	59

Q20 Please describe your profitability for 2017 compared to 2016:

Answered: 121 Skipped: 0



	INCREASED IN 2016	DECREASED IN 2016	DID NOT CHANGE	TOTAL
Total Profit	40.68% 48	46.61% 55	12.71% 15	118
Profit as a percentage of revenue	38.26% 44	48.70% 56	13.04% 15	115

Q21 What percentage of ALLOWABLE revenues did you collect in 2017?

Answered: 121 Skipped: 0

#	RESPONSES	DATE
1	82	7/13/2018 7:16 PM
2	96	7/13/2018 5:32 PM
3	90.49	7/13/2018 5:12 PM
4	80	7/13/2018 3:09 PM
5	11100000	7/13/2018 2:51 PM
6	96	7/13/2018 2:30 PM
7	100	7/13/2018 12:55 PM
8	78.3	7/13/2018 12:06 PM
9	90	7/12/2018 11:14 PM
10	87	7/12/2018 4:59 PM
11	80	7/12/2018 4:58 PM
12	96%	7/12/2018 3:39 PM
13	89.3	7/12/2018 3:30 PM
14	65	7/12/2018 12:10 PM
15	89	7/12/2018 11:26 AM
16	90	7/12/2018 10:58 AM
17	0	7/12/2018 10:11 AM
18	73	7/11/2018 11:37 AM
19	86%	7/10/2018 6:25 PM
20	87	7/10/2018 4:27 PM
21	89.3%	7/10/2018 2:43 PM
22	92	7/10/2018 1:02 PM
23	86	7/10/2018 12:56 PM
24	60	7/10/2018 11:41 AM
25	75	7/10/2018 11:40 AM
26	87%	7/10/2018 10:52 AM
27	75	7/10/2018 10:31 AM
28	5	7/6/2018 10:26 AM
29	85	7/5/2018 3:20 PM
30	90	7/5/2018 10:42 AM
31	80	7/5/2018 10:14 AM
32	0	7/3/2018 5:37 PM
33	99	7/3/2018 11:40 AM
34	98	7/3/2018 10:37 AM
35	95	7/3/2018 10:36 AM

2018 HME News/VGM Benchmarking Survey

36	82	7/3/2018 10:32 AM
37	85%	7/3/2018 10:28 AM
38	97	7/2/2018 7:27 PM
39	108	7/2/2018 4:27 PM
40	99	7/2/2018 10:33 AM
41	99	7/1/2018 9:35 AM
42	85%	6/28/2018 1:21 PM
43	53	6/28/2018 12:35 PM
44	89	6/28/2018 12:14 PM
45	89.9	6/28/2018 11:08 AM
46	95	6/28/2018 10:11 AM
47	95%	6/28/2018 9:54 AM
48	70	6/26/2018 8:07 PM
49	80	6/26/2018 10:59 AM
50	98	6/25/2018 12:37 PM
51	80	6/23/2018 1:39 PM
52	94.7	6/21/2018 2:55 PM
53	94	6/20/2018 4:30 PM
54	85	6/20/2018 1:18 PM
55	100	6/20/2018 11:39 AM
56	99	6/20/2018 11:20 AM
57	92	6/20/2018 10:45 AM
58	97	6/19/2018 1:25 PM
59	87	6/19/2018 9:31 AM
60	98	6/18/2018 12:08 PM
61	80	6/15/2018 11:42 AM
62	94.9	6/15/2018 11:33 AM
63	90	6/14/2018 5:43 PM
64	94.49	6/14/2018 5:03 PM
65	4655723	6/14/2018 1:08 PM
66	85	6/14/2018 12:08 PM
67	80%	6/13/2018 10:08 AM
68	94	6/13/2018 9:28 AM
69	0	6/12/2018 1:10 PM
70	89	6/12/2018 1:10 PM
71	95	6/12/2018 9:34 AM
72	93	6/12/2018 8:49 AM
73	85	6/12/2018 8:24 AM
74	87	6/11/2018 2:07 PM
75	78	6/8/2018 10:14 AM
76	85%	6/7/2018 4:09 PM

2018 HME News/VGM Benchmarking Survey

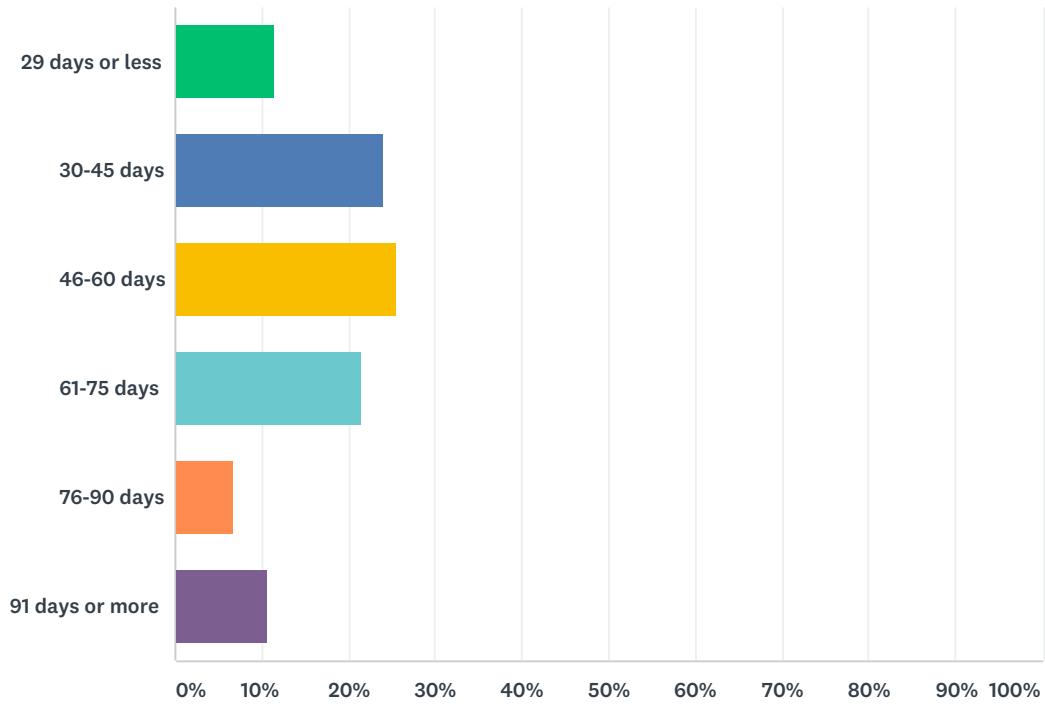
77	97	6/7/2018 10:08 AM
78	300000	6/6/2018 7:22 PM
79	72	6/6/2018 1:21 PM
80	90	6/5/2018 9:29 AM
81	90	6/1/2018 6:34 PM
82	35	5/31/2018 2:09 PM
83	5	5/31/2018 1:47 PM
84	84	5/31/2018 12:25 PM
85	70	5/31/2018 10:23 AM
86	65	5/30/2018 4:07 PM
87	98.8	5/30/2018 3:20 PM
88	85	5/30/2018 2:34 PM
89	98	5/30/2018 11:20 AM
90	90	5/30/2018 10:26 AM
91	95	5/30/2018 9:59 AM
92	99	5/30/2018 9:47 AM
93	3	5/26/2018 11:39 AM
94	100	5/22/2018 2:12 PM
95	89	5/17/2018 6:19 PM
96	50	5/17/2018 1:26 PM
97	78	5/17/2018 12:16 PM
98	100	5/17/2018 11:42 AM
99	97%	5/15/2018 4:39 PM
100	90	5/12/2018 2:18 PM
101	94%	5/11/2018 3:44 PM
102	88	5/10/2018 12:01 PM
103	76	5/10/2018 8:27 AM
104	80	5/9/2018 6:38 PM
105	100	5/9/2018 10:20 AM
106	99.5%	5/7/2018 8:10 PM
107	92	5/7/2018 4:43 PM
108	79	5/5/2018 1:12 PM
109	97	5/3/2018 1:31 PM
110	75	5/3/2018 9:58 AM
111	n/a	5/2/2018 5:32 PM
112	87	5/2/2018 3:58 PM
113	70	5/2/2018 3:52 PM
114	70	5/2/2018 2:46 PM
115	98	5/2/2018 12:52 PM
116	99	5/2/2018 12:33 PM
117	70	5/2/2018 11:07 AM

2018 HME News/VGM Benchmarking Survey

118	0	5/2/2018 10:53 AM
119	35	5/2/2018 10:47 AM
120	82	5/1/2018 7:08 PM
121	82%	5/1/2018 6:53 PM

Q22 What is your current days sales outstanding (DSO)?

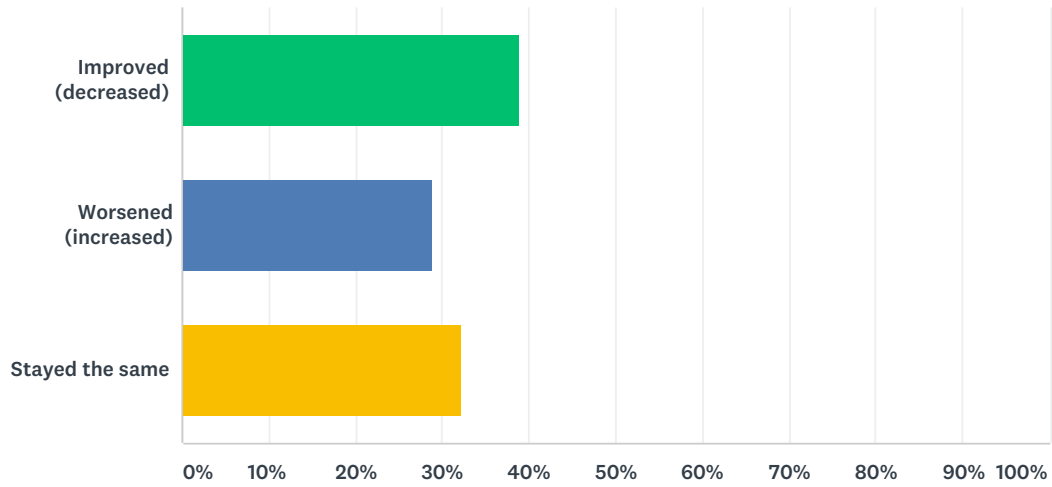
Answered: 121 Skipped: 0



ANSWER CHOICES	RESPONSES	
29 days or less	11.57%	14
30-45 days	23.97%	29
46-60 days	25.62%	31
61-75 days	21.49%	26
76-90 days	6.61%	8
91 days or more	10.74%	13
TOTAL		121

Q23 Compared to one year ago, your DSO has:

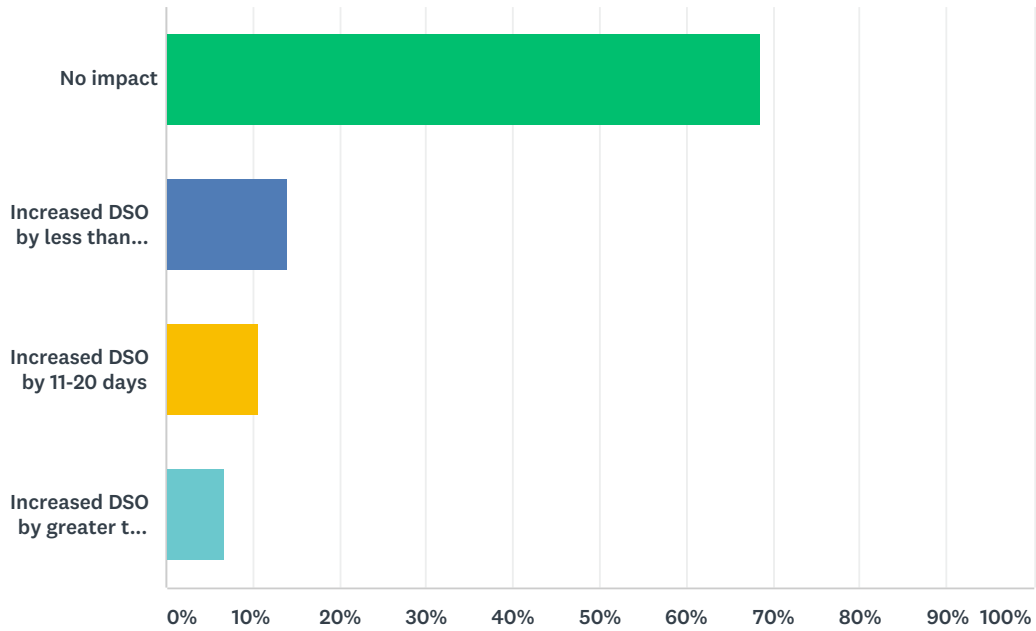
Answered: 121 Skipped: 0



ANSWER CHOICES	RESPONSES	
Improved (decreased)	38.84%	47
Worsened (increased)	28.93%	35
Stayed the same	32.23%	39
TOTAL		121

Q24 How has your DSO been impacted by CMS audits during the last year?

Answered: 121 Skipped: 0



ANSWER CHOICES	RESPONSES	
No impact	68.60%	83
Increased DSO by less than 10 days	14.05%	17
Increased DSO by 11-20 days	10.74%	13
Increased DSO by greater than 20 days	6.61%	8
TOTAL		121

Q25 What is the biggest single cause of claims denials?

Answered: 92 Skipped: 29

#	RESPONSES	DATE
1	Medical records	7/13/2018 5:32 PM
2	Prior authorization	7/13/2018 5:12 PM
3	no medical need	7/13/2018 3:09 PM
4	wrong modifiers and skilled nursing stays	7/13/2018 2:30 PM
5	mis code	7/13/2018 12:55 PM
6	lacks adjudication information	7/13/2018 12:06 PM
7	Ineligibility of patients	7/12/2018 11:14 PM
8	More info requested	7/12/2018 3:39 PM
9	Claim not covered by this payor/contractor	7/12/2018 3:30 PM
10	Lack of medical necessity.	7/12/2018 12:10 PM
11	documentation	7/12/2018 11:26 AM
12	N/A	7/12/2018 10:11 AM
13	over regulation	7/11/2018 11:37 AM
14	Medical Necessity	7/10/2018 6:25 PM
15	Human error	7/10/2018 4:27 PM
16	Claim not covered by this payor/contractor Must send claim to correct payor/contractor	7/10/2018 2:43 PM
17	co-50 not medically necessary	7/10/2018 1:02 PM
18	DX code	7/10/2018 12:56 PM
19	Modifiers, but the insurance companies will not tell you what modifiers they need, you have to guess and resubmit, then you have a Timely issue.	7/10/2018 11:41 AM
20	Same similar	7/10/2018 11:40 AM
21	Lacks Adjudication Information; Prescription Not Current	7/10/2018 10:52 AM
22	modifiers	7/10/2018 10:31 AM
23	INSURANCE COMPANIES STATING THEY ARE NOT RECEIVING CLAIMS. WHEN WE RECEIVE A LETTER STATING THEY CANNOT PROCESS THE CLAIM DUE TO SOMETHING THAT IS LISTED ON THE CLAIM NOT BEING THERE. THEREFORE, WE HAVE TO APPEAL AND SEND IN THE LETTER ALONG WITH A COPY OF THE CLAIM SHOWING THAT IT WAS SUBMITTED CORRECTLY INITIALLY.	7/6/2018 10:26 AM
24	Insurance errors; they don't see / read attached documents ... deny for bizarre reasons and it is with in documents?? lately date and time stamps are a hot denial	7/5/2018 3:20 PM
25	Compliance letters	7/5/2018 10:42 AM
26	Medicaid MCOs	7/3/2018 5:37 PM
27	not applicable	7/3/2018 11:40 AM
28	User entry errprs.	7/3/2018 10:37 AM
29	Error	7/3/2018 10:32 AM
30	precerts	7/2/2018 7:27 PM
31	No prior authorization (Medicaid)	7/2/2018 4:27 PM

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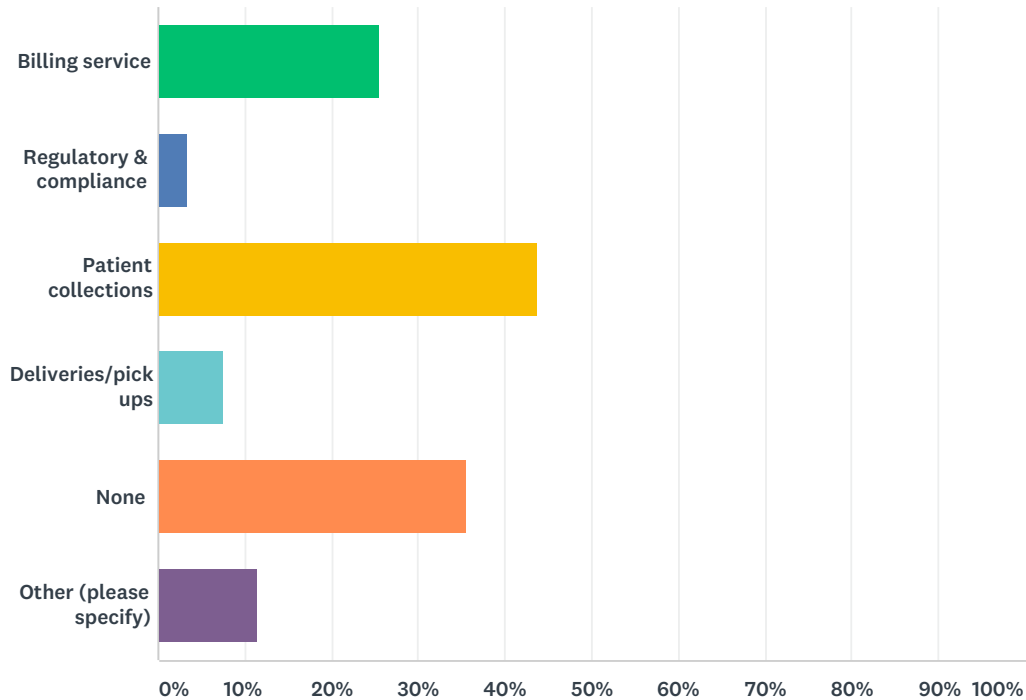
32	We have a very low percentage of denials. Nothing stands out.	7/2/2018 10:33 AM
33	Ukn	7/1/2018 9:35 AM
34	Duplicate	6/28/2018 1:21 PM
35	missing or incorrect information on claim	6/28/2018 12:35 PM
36	INSURANCE CARRIER MISTAKES	6/28/2018 12:14 PM
37	bad information at intake (bad insurance info, failure to pre-auth, incorrect claims address etc)	6/28/2018 11:08 AM
38	Tricare changing contractors. Tricare East cannot process claims fast enough.	6/28/2018 9:54 AM
39	Medicare/Insurance co errors	6/26/2018 10:59 AM
40	Payer processing claims incorrectly	6/25/2018 12:37 PM
41	Doctor office notes	6/23/2018 1:39 PM
42	Not a benefit	6/21/2018 2:55 PM
43	Documentation	6/20/2018 4:30 PM
44	insurance provider processing error	6/20/2018 1:18 PM
45	lack of knowledge on part of payors	6/20/2018 11:20 AM
46	Medical necessity	6/20/2018 10:45 AM
47	Medicare MCOs not understanding Medicare Medicaid MCOs not understanding Medicaid	6/19/2018 1:25 PM
48	Patients entering nursing homes and not notifying us.	6/19/2018 9:31 AM
49	MINOR ERRORS	6/15/2018 11:42 AM
50	Documentation errors	6/15/2018 11:33 AM
51	Prior auth	6/14/2018 5:43 PM
52	Indiana Medicaid denies every cross over claim from Medicare	6/14/2018 5:03 PM
53	Lack of information	6/14/2018 1:08 PM
54	Denial Code - 16 - lacks adjudication Denial Code - 50 - deemed not medical necessary	6/14/2018 12:08 PM
55	lack of documentation	6/13/2018 10:08 AM
56	CPAP	6/12/2018 1:10 PM
57	Change in insurance	6/12/2018 8:49 AM
58	Funding	6/12/2018 8:24 AM
59	Lack of knowledge at Branch level	6/8/2018 10:14 AM
60	Medicare slow payments and billing company.	6/7/2018 4:09 PM
61	Timely Filing	6/7/2018 10:08 AM
62	Doctor paper work	6/6/2018 7:22 PM
63	payer error	6/5/2018 9:29 AM
64	documentation	5/31/2018 2:09 PM
65	stating that orders were not prescribed by a doctor.	5/31/2018 1:47 PM
66	patient switching payers in rental cycle	5/31/2018 12:25 PM
67	Going back into skilled care	5/31/2018 10:23 AM
68	Documentation Required	5/30/2018 4:07 PM
69	INSURANCE REQUEST FOR MORE INFO, B.S.	5/30/2018 2:34 PM
70	bad insurance information	5/30/2018 11:20 AM
71	sequestration, even though not a "true" denial. for true denial it was covered by other payer particularly with medicaid	5/30/2018 10:26 AM

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72	termed insurances	5/30/2018 9:59 AM
73	Modifiers	5/26/2018 11:39 AM
74	Billing company errors	5/22/2018 2:12 PM
75	Duplicate claim/service	5/17/2018 6:19 PM
76	auditors can't read or not medically justified	5/17/2018 1:26 PM
77	144-Incentive Adjustment	5/15/2018 4:39 PM
78	Billing wrong insurance plan. Patient changed plans and did not notify supplier	5/11/2018 3:44 PM
79	Noridian's interpretation on medical necessity	5/10/2018 12:01 PM
80	Over regulation	5/10/2018 8:27 AM
81	Patient switched insurance or patient went to nursing home.	5/9/2018 6:38 PM
82	BILLING ERROR	5/9/2018 10:20 AM
83	Poor intake process - employees not following procedures	5/7/2018 8:10 PM
84	duplicate claims	5/7/2018 4:43 PM
85	Proper Diagnosis Codes	5/5/2018 1:12 PM
86	Physician's Notes in reference to Medical necessity	5/2/2018 5:32 PM
87	EXCESSIVE DOCUMENTATION DEMANDS LACK OF PHYSICIAN COOPERATION MYOPIC CLAIM AUDITS	5/2/2018 12:33 PM
88	co 18	5/2/2018 11:07 AM
89	have no claim denials. this type of billing is a small fraction of our invoicing.	5/2/2018 10:53 AM
90	Pt being in hospital without notifying us	5/2/2018 10:47 AM
91	same and similar - medicare quantity issues for private insurance	5/1/2018 7:08 PM
92	Same and similar, Medicare Private insurance having rules that are difficult to follow	5/1/2018 6:53 PM

Q26 What business functions do you routinely outsource? (Select all that apply.)

Answered: 121 Skipped: 0



ANSWER CHOICES	RESPONSES
Billing service	25.62% 31
Regulatory & compliance	3.31% 4
Patient collections	43.80% 53
Deliveries/pickups	7.44% 9
None	35.54% 43
Other (please specify)	11.57% 14
Total Respondents: 121	

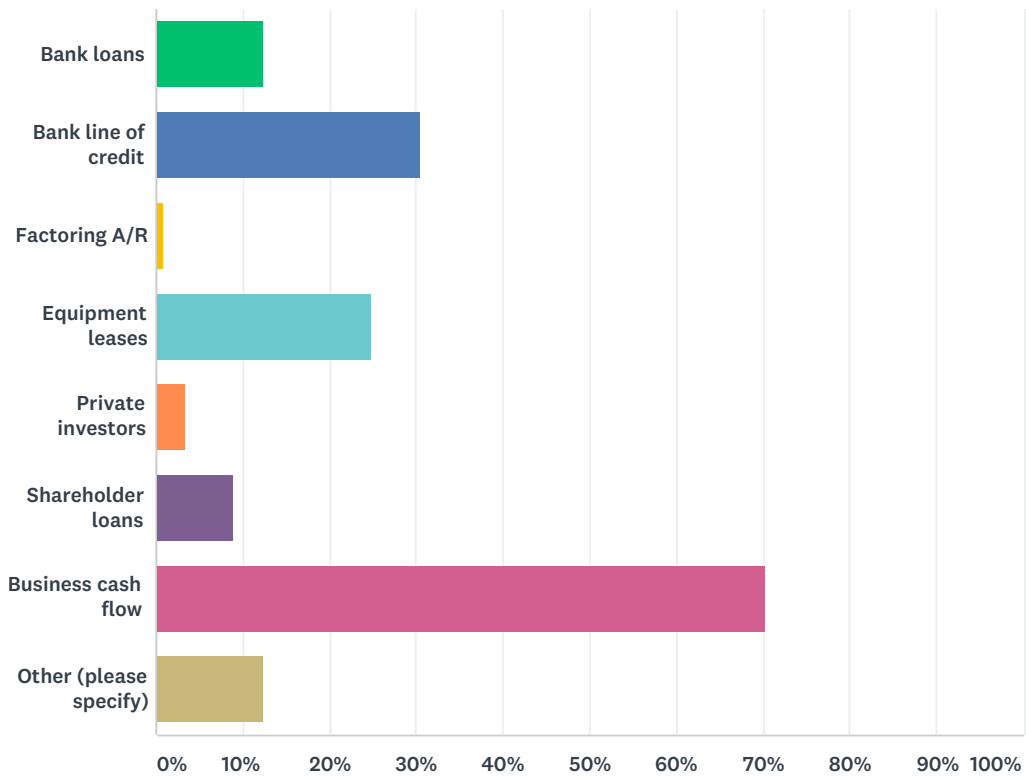
#	OTHER (PLEASE SPECIFY)	DATE
1	statement and invoice mailing	7/13/2018 7:16 PM
2	Sleep resupply	7/13/2018 5:12 PM
3	document filing	7/13/2018 2:30 PM
4	re-supply	7/12/2018 3:39 PM
5	Call center	7/10/2018 11:40 AM
6	PAP resupply calls	7/2/2018 4:27 PM
7	PAP and Pharmacy Resupply calls	7/2/2018 10:33 AM
8	Patient Statements	5/15/2018 4:39 PM

2018 HME News/VGM Benchmarking Survey

9	Payment Posting	5/9/2018 6:38 PM
10	PAYROLL TAXES	5/9/2018 10:20 AM
11	Sleep re-supply and fulfillment	5/7/2018 4:43 PM
12	Repairs	5/2/2018 3:52 PM
13	insurance verification	5/1/2018 7:08 PM
14	insurance verification	5/1/2018 6:53 PM

Q27 What sources of capitalization did your company use in the last year? (Select all that apply.)

Answered: 121 Skipped: 0



ANSWER CHOICES	RESPONSES
Bank loans	12.40% 15
Bank line of credit	30.58% 37
Factoring A/R	0.83% 1
Equipment leases	24.79% 30
Private investors	3.31% 4
Shareholder loans	9.09% 11
Business cash flow	70.25% 85
Other (please specify)	12.40% 15
Total Respondents: 121	

#	OTHER (PLEASE SPECIFY)	DATE
1	none	7/13/2018 12:55 PM
2	None	7/12/2018 4:59 PM
3	Hospital owned	7/12/2018 4:58 PM
4	corporate increase cash sales, Medicare break even	7/12/2018 3:39 PM

2018 HME News/VGM Benchmarking Survey

5	hospital based capital monies	7/12/2018 11:26 AM
6	owner unpaid and self funding each month	7/5/2018 3:20 PM
7	Vehicle loans	6/25/2018 12:37 PM
8	None	6/19/2018 9:31 AM
9	TEMPORARY LOANS FROM OWNER	6/15/2018 11:42 AM
10	none	6/12/2018 1:10 PM
11	Corporate support	6/1/2018 6:34 PM
12	Hospital Capital Funds	5/26/2018 11:39 AM
13	None	5/7/2018 8:10 PM
14	None	5/3/2018 9:58 AM
15	Courage (to stay in this industry)	5/2/2018 3:52 PM

Q28 What is the primary strategic focus of your business for the next year?

Answered: 107 Skipped: 14

#	RESPONSES	DATE
1	To open a new location	7/13/2018 7:16 PM
2	Increase value through improved patient outcomes and reduce overall cost structure in response to lower reimbursement	7/13/2018 5:32 PM
3	We are taking a portfolio approach to our customer mix.	7/13/2018 5:12 PM
4	Increase cash sales	7/13/2018 2:51 PM
5	Grow our Power Mobility/Complex Rehab business and try to keep the DME side going until we see what the next round of competitive bidding brings	7/13/2018 2:30 PM
6	cash only	7/13/2018 12:55 PM
7	increase retail revenue move into new market areas	7/13/2018 12:06 PM
8	Expand Range of DME Products, Expand Revenue opportunities with new referral sources	7/12/2018 11:14 PM
9	Continuing to increase efficiencies through process streamlining & expanding power mobility	7/12/2018 4:59 PM
10	Increase our retail/cash sales to be less reliant on Medicare/Insurance.	7/12/2018 4:58 PM
11	increase cash sales, Medicare break even	7/12/2018 3:39 PM
12	Growth	7/12/2018 3:30 PM
13	Grow volume	7/12/2018 12:10 PM
14	grow orthotics, go paperless, reduce cost of supplying oxygen	7/12/2018 11:26 AM
15	sleep	7/12/2018 10:58 AM
16	To complete accreditation.	7/12/2018 10:11 AM
17	make more with less. getting out of bent metal.	7/11/2018 11:37 AM
18	Growth	7/10/2018 6:25 PM
19	Responsible growth	7/10/2018 4:27 PM
20	Growth	7/10/2018 2:43 PM
21	improve revenue sources and drive down cost of goods	7/10/2018 1:02 PM
22	Increase sales	7/10/2018 12:56 PM
23	Get out of TENS, focus on bracing	7/10/2018 11:41 AM
24	Scale to grow	7/10/2018 11:40 AM
25	Increase the selection of patient-pay/retail items, as well as off-the-shelf orthotics and (custom)compression.	7/10/2018 10:52 AM
26	have to get into the black or I quit and the trickle down from that will not be a good thing.	7/5/2018 3:20 PM
27	Increase enteral referrals and CPAP replenishment	7/5/2018 10:42 AM
28	Provide high customer service to our patients	7/3/2018 5:37 PM
29	smarter purchasing	7/3/2018 11:40 AM
30	Increase retail sales to meet 50% of business revenue.	7/3/2018 10:37 AM
31	Reduce operating costs	7/3/2018 10:36 AM
32	Narrow product lines. Focus on more profitable equipment	7/3/2018 10:32 AM

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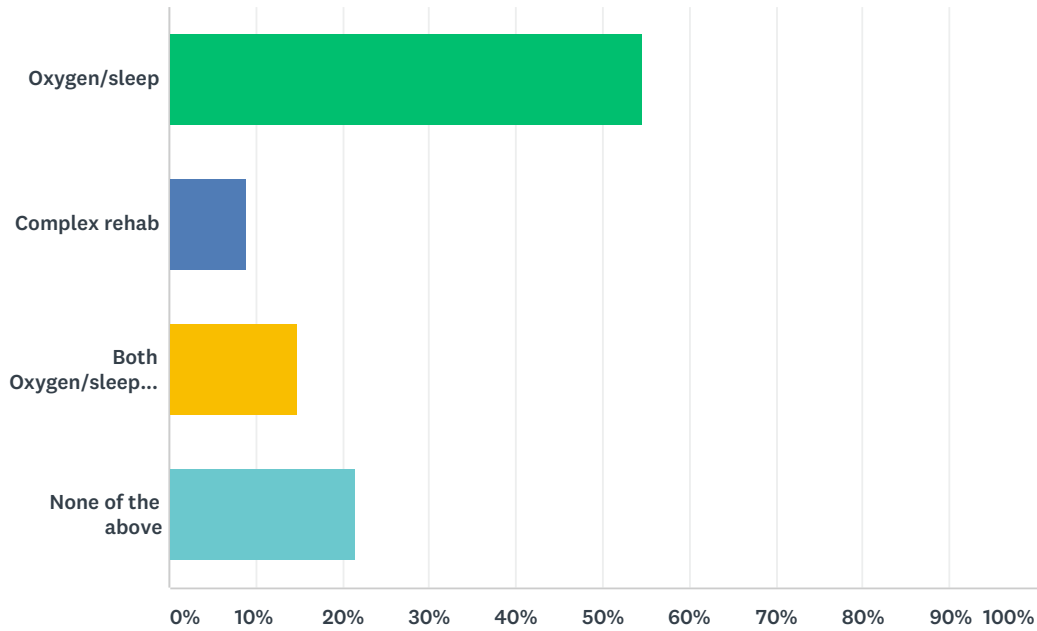
33	profitability	7/2/2018 7:27 PM
34	Increasing collections, revenue cycle improvements	7/2/2018 4:27 PM
35	Sleep	7/2/2018 10:33 AM
36	Better marketing, and advertising	7/1/2018 9:35 AM
37	Grow	6/28/2018 1:21 PM
38	continue to seek new cash rental and sales business	6/28/2018 12:35 PM
39	LEAN OPERATION	6/28/2018 12:14 PM
40	increase sales 2-3%	6/28/2018 11:08 AM
41	Growth through adding targeted third party insurance contracts	6/28/2018 9:54 AM
42	Grow Rehab Mobility	6/26/2018 10:59 AM
43	increase penetration in our current markets.	6/25/2018 12:37 PM
44	outsource and expand	6/23/2018 1:39 PM
45	Geographic expansion	6/21/2018 2:55 PM
46	Efficiency	6/20/2018 4:30 PM
47	to operate on more of a cash basis	6/20/2018 1:18 PM
48	horizontal growth	6/20/2018 11:39 AM
49	Increase patient volume and participation in Managed care.	6/20/2018 11:20 AM
50	Home and vehicle modifications	6/20/2018 10:45 AM
51	Grow ortho and NIV - control non-profitable lines growth	6/19/2018 1:25 PM
52	Sleep and Complex Rehab	6/19/2018 9:31 AM
53	Grow NIV and ortho product lines. Reduce /control growth of non-profitable product lines.	6/18/2018 12:08 PM
54	ORTHOTICS AND COMPLEX REHAB	6/15/2018 11:42 AM
55	Continue to operate as an independent DME.	6/15/2018 11:33 AM
56	Attempting to survive by reducing unprofitable lines and payers such as Medicare	6/14/2018 5:43 PM
57	Reduce expenses and increase efficiencies. Also expand in the Sleep market.	6/14/2018 5:03 PM
58	Shrink Product lines	6/14/2018 1:08 PM
59	Retail Cash Sales	6/14/2018 12:08 PM
60	Orthotic fitters	6/13/2018 10:08 AM
61	reduce costs	6/13/2018 9:28 AM
62	to restructure claim filing and insurance acceptance, we have been in a rebuilding system for the past 3 years	6/12/2018 1:10 PM
63	cash	6/12/2018 1:10 PM
64	Growth	6/12/2018 8:49 AM
65	Enteral Nutrition	6/11/2018 2:07 PM
66	Improve customer service and educate staff and referral sources on criteria	6/8/2018 10:14 AM
67	patient care!	6/7/2018 4:09 PM
68	Grow Respiratory, Legislative fixes to reimbursements	6/7/2018 10:08 AM
69	Staying alive	6/6/2018 7:22 PM
70	To stay in business since the drastic medicare cuts	6/6/2018 1:21 PM
71	hospice	6/5/2018 9:29 AM
72	PAP	6/1/2018 6:34 PM

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73	grow sleep business and payer diversification	5/31/2018 12:25 PM
74	Get out!	5/31/2018 10:23 AM
75	Keep our heads above water and try to get Medicare to provide fair compensation that actually covers the cost of the supplies and equipment we provide.	5/30/2018 4:07 PM
76	Volume growth.	5/30/2018 3:20 PM
77	LEAN OPERATIONS	5/30/2018 2:34 PM
78	Increase sleep supplies sales	5/30/2018 11:20 AM
79	Oxygen, Sleep, Supplies (PAP, Urological, Trach, and anything we can pick pack ship)	5/30/2018 10:26 AM
80	hang on, we don't want to grow with such an uncertain future	5/30/2018 9:59 AM
81	increase sales	5/30/2018 9:47 AM
82	Remain profitable by increasing cash sales.	5/26/2018 11:39 AM
83	Continued growth	5/22/2018 2:12 PM
84	Geographic expansion	5/17/2018 6:19 PM
85	Survive	5/17/2018 1:26 PM
86	Reduce reliance on government & commercial payers, diversity retail products, collection of co-pays and deductibles	5/15/2018 4:39 PM
87	Streamlining daily operations	5/12/2018 2:18 PM
88	Increase non-insurance revenue Limit or be selective billable items	5/11/2018 3:44 PM
89	To work through the lower reimbursements by Medicare and continue to grow thru cuts.	5/10/2018 12:01 PM
90	More vents	5/10/2018 8:27 AM
91	Monitor Purchases Refuse some business Get more insurances	5/9/2018 6:38 PM
92	Add urological supplies	5/9/2018 10:20 AM
93	Growth	5/7/2018 8:10 PM
94	improving operations efficiencies through technology and the creation of system interfaces.	5/7/2018 4:43 PM
95	Increased Revenue Collections	5/5/2018 1:12 PM
96	Targeted growth of highly profitable product lines; NIV and Orthotics. Improve efficiencies to accept greater volumes of less profitable product lines without increasing cost.	5/3/2018 1:31 PM
97	Grow Rehab	5/3/2018 9:58 AM
98	Not clear due to Continues cut by all payers.	5/2/2018 5:32 PM
99	Expansion into new areas and referral sources	5/2/2018 3:58 PM
100	Outsourcing as much as possible and scaling up.	5/2/2018 3:52 PM
101	Increase sales	5/2/2018 2:46 PM
102	INCREASE PRIVATE PAYER INCOME	5/2/2018 12:33 PM
103	cut expense, move from medicare	5/2/2018 11:07 AM
104	increase in the retail / wholesale markets.	5/2/2018 10:53 AM
105	If there are not changes we will not be in business	5/2/2018 10:47 AM
106	reduce attrition, increase patient collections, lower customer acquisition cost	5/1/2018 7:08 PM
107	increase % collection, lower customer acquisition cost, lower attrition rate	5/1/2018 6:53 PM

Q29 Please indicate which of the following business categories apply to your company: (Select one option only.)

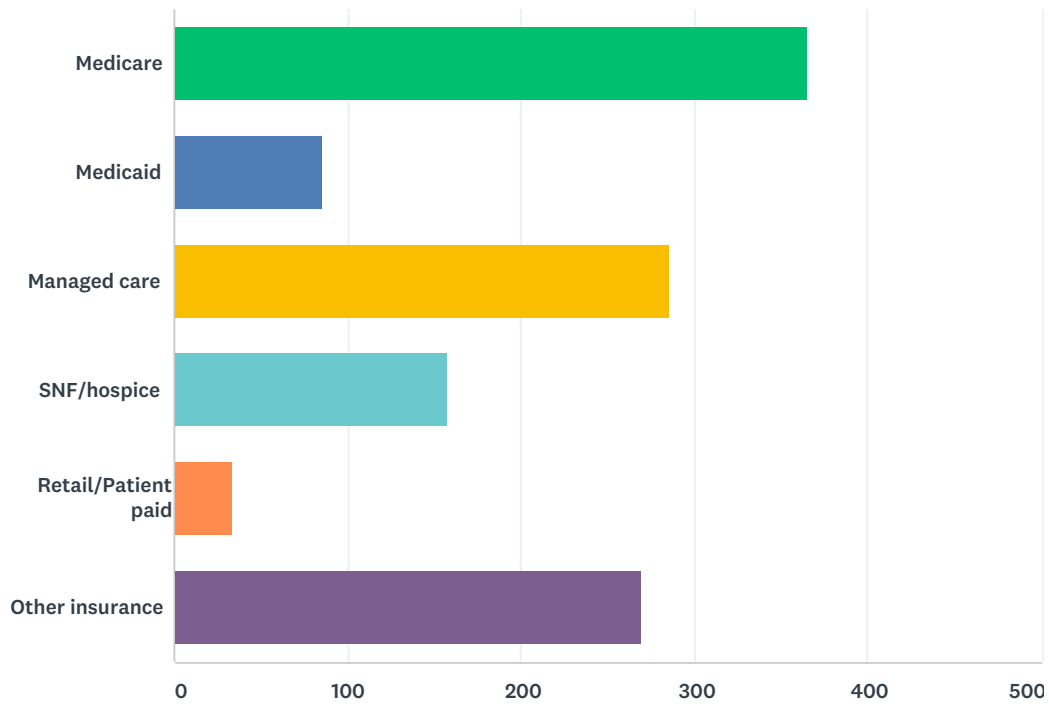
Answered: 121 Skipped: 0



ANSWER CHOICES	RESPONSES	
Oxygen/sleep	54.55%	66
Complex rehab	9.09%	11
Both Oxygen/sleep and Complex rehab	14.88%	18
None of the above	21.49%	26
TOTAL		121

Q30 What was your oxygen patient census as of January 1, 2018, by payer?

Answered: 58 Skipped: 63



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Medicare	365	20,801	57
Medicaid	86	4,546	53
Managed care	286	13,429	47
SNF/hospice	158	7,730	49
Retail/Patient paid	33	1,595	48
Other insurance	270	12,675	47
Total Respondents: 58			

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

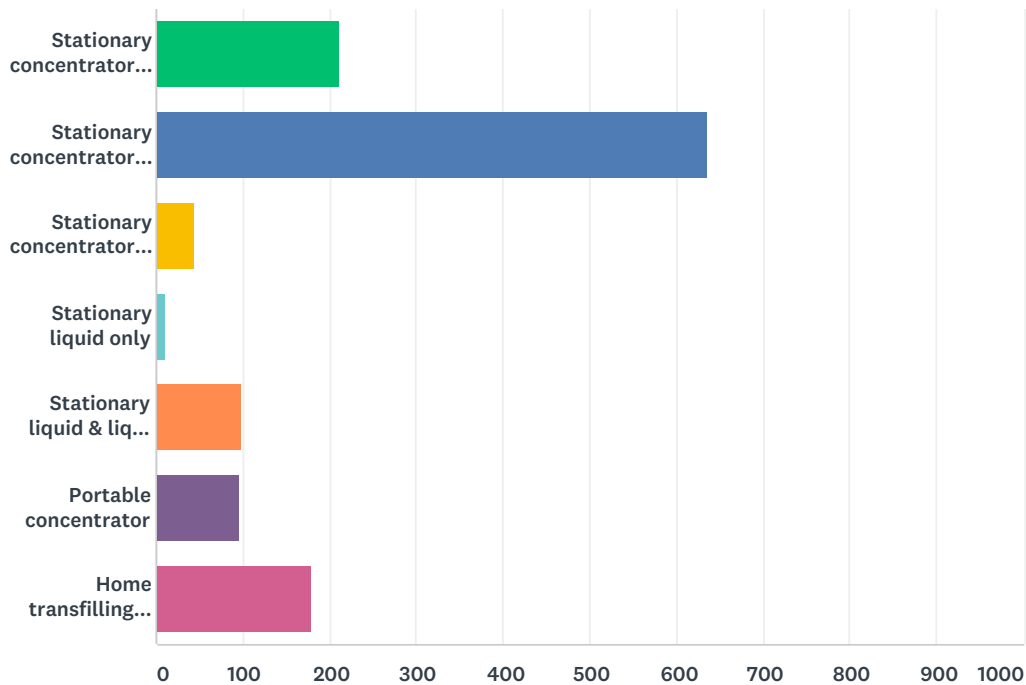
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2018 HME News/VGM Benchmarking Survey

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Q31 What was your oxygen patient census as of January 1, 2018, by modality?

Answered: 58 Skipped: 63



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Stationary concentrator only	212	10,602	50
Stationary concentrator & gaseous portability	637	34,373	54
Stationary concentrator & liquid portability	43	1,590	37
Stationary liquid only	10	358	36
Stationary liquid & liquid portability	97	3,504	36
Portable concentrator	96	4,133	43
Home transfilling system	180	8,111	45
Total Respondents: 58			

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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2018 HME News/VGM Benchmarking Survey

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35	7	5/22/2018 2:16 PM
36	0	5/10/2018 12:12 PM
37	0	5/3/2018 1:45 PM
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2	0	7/12/2018 5:03 PM
3	0	7/12/2018 4:28 PM
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5	0	7/12/2018 11:47 AM
6	0	7/10/2018 4:35 PM
7	0	7/10/2018 10:59 AM
8	0	7/5/2018 10:52 AM
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10	0	7/3/2018 10:43 AM
11	0	7/2/2018 7:34 PM
12	0	7/2/2018 4:28 PM
13	0	7/2/2018 10:38 AM
14	0	6/28/2018 12:39 PM
15	0	6/23/2018 1:44 PM
16	0	6/21/2018 12:41 PM
17	0	6/20/2018 4:38 PM
18	0	6/20/2018 11:25 AM
19	0	6/20/2018 10:55 AM
20	300	6/19/2018 9:38 AM
21	0	6/15/2018 11:36 AM
22	0	6/14/2018 5:21 PM
23	0	6/14/2018 12:09 PM
24	0	6/12/2018 8:52 AM
25	0	6/11/2018 2:33 PM
26	0	6/8/2018 10:16 AM
27	0	6/7/2018 4:32 PM
28	0	6/1/2018 6:35 PM

2018 HME News/VGM Benchmarking Survey

29	0	5/31/2018 12:29 PM
30	50	5/30/2018 4:24 PM
31	2	5/30/2018 2:37 PM
32	0	5/30/2018 11:11 AM
33	0	5/26/2018 11:45 AM
34	0	5/22/2018 2:16 PM
35	0	5/10/2018 12:12 PM
36	0	5/3/2018 1:45 PM
#	STATIONARY LIQUID & LIQUID PORTABILITY	DATE
1	8	7/13/2018 2:52 PM
2	0	7/12/2018 5:03 PM
3	0	7/12/2018 4:28 PM
4	7	7/12/2018 3:40 PM
5	0	7/12/2018 2:59 PM
6	0	7/12/2018 11:47 AM
7	0	7/10/2018 4:35 PM
8	0	7/10/2018 10:59 AM
9	0	7/5/2018 10:52 AM
10	0	7/5/2018 10:16 AM
11	0	7/3/2018 10:43 AM
12	0	7/2/2018 7:34 PM
13	31	7/2/2018 4:28 PM
14	0	7/2/2018 10:38 AM
15	0	6/28/2018 12:39 PM
16	0	6/23/2018 1:44 PM
17	50	6/21/2018 12:41 PM
18	0	6/20/2018 4:38 PM
19	0	6/20/2018 11:25 AM
20	0	6/20/2018 10:55 AM
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23	11	6/14/2018 5:21 PM
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26	0	6/8/2018 10:16 AM
27	0	6/7/2018 4:32 PM
28	0	6/1/2018 6:35 PM
29	0	5/31/2018 12:29 PM
30	2855	5/30/2018 4:24 PM
31	5	5/30/2018 2:37 PM
32	0	5/30/2018 11:11 AM

2018 HME News/VGM Benchmarking Survey

33	0	5/26/2018 11:45 AM
34	0	5/22/2018 2:16 PM
35	0	5/10/2018 12:12 PM
36	0	5/3/2018 1:45 PM
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7	1	7/5/2018 3:28 PM
8	20	7/5/2018 10:52 AM
9	20	7/5/2018 10:16 AM
10	1	7/3/2018 10:43 AM
11	130	7/3/2018 10:43 AM
12	0	7/2/2018 7:34 PM
13	31	7/2/2018 4:28 PM
14	500	7/2/2018 10:38 AM
15	3	6/28/2018 12:39 PM
16	10	6/23/2018 1:44 PM
17	356	6/21/2018 12:41 PM
18	1	6/20/2018 4:38 PM
19	70	6/20/2018 11:40 AM
20	5	6/20/2018 11:25 AM
21	8	6/20/2018 10:55 AM
22	1000	6/19/2018 9:38 AM
23	22	6/15/2018 11:36 AM
24	9	6/14/2018 5:45 PM
25	339	6/14/2018 5:21 PM
26	100	6/14/2018 1:09 PM
27	3	6/12/2018 8:52 AM
28	0	6/11/2018 2:33 PM
29	10	6/8/2018 10:16 AM
30	0	6/7/2018 4:32 PM
31	12	6/1/2018 6:35 PM
32	0	5/31/2018 12:29 PM
33	244	5/30/2018 4:24 PM
34	3	5/30/2018 4:09 PM
35	10	5/30/2018 2:37 PM
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2018 HME News/VGM Benchmarking Survey

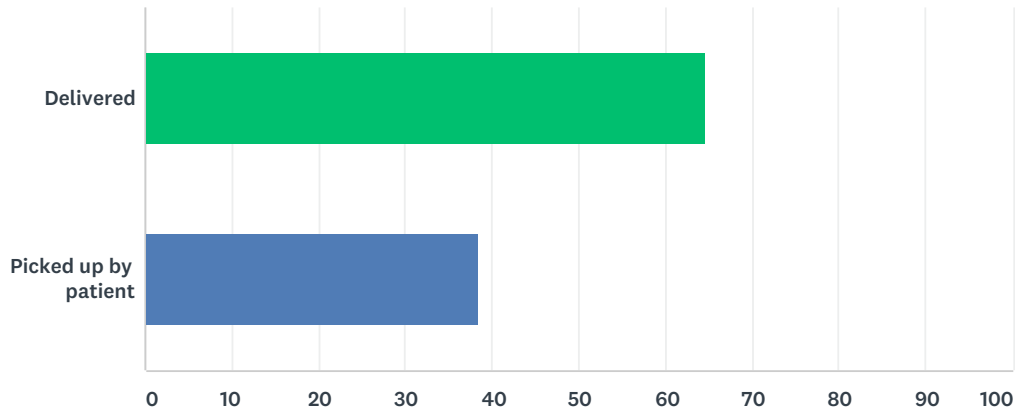
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41	3	5/10/2018 12:12 PM
42	10	5/9/2018 6:39 PM
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1	345	7/13/2018 2:52 PM
2	2	7/12/2018 5:03 PM
3	464	7/12/2018 4:28 PM
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6	20	7/11/2018 11:39 AM
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9	40	7/10/2018 10:36 AM
10	3	7/5/2018 3:28 PM
11	0	7/5/2018 10:52 AM
12	50	7/5/2018 10:16 AM
13	3	7/3/2018 10:43 AM
14	130	7/3/2018 10:43 AM
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19	0	6/23/2018 1:44 PM
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23	48	6/20/2018 10:55 AM
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25	62	6/15/2018 11:36 AM
26	1	6/14/2018 5:45 PM
27	20	6/14/2018 5:21 PM
28	45	6/13/2018 10:11 AM
29	52	6/12/2018 8:52 AM
30	0	6/11/2018 2:33 PM
31	328	6/8/2018 10:16 AM
32	0	6/7/2018 4:32 PM
33	0	6/7/2018 4:11 PM

2018 HME News/VGM Benchmarking Survey

34	2	6/1/2018 6:35 PM
35	20	5/31/2018 12:29 PM
36	367	5/30/2018 4:24 PM
37	54	5/30/2018 2:37 PM
38	0	5/30/2018 11:11 AM
39	1	5/30/2018 10:05 AM
40	184	5/26/2018 11:45 AM
41	800	5/22/2018 2:16 PM
42	30	5/11/2018 3:46 PM
43	0	5/10/2018 12:12 PM
44	300	5/3/2018 1:45 PM
45	10	5/2/2018 12:35 PM

Q32 If you are still using oxygen tanks for portability, what % of tanks are:

Answered: 62 Skipped: 59



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Delivered	65	4,006	62
Picked up by patient	38	2,194	57
Total Respondents: 62			

#	DELIVERED	DATE
1	50	7/13/2018 7:20 PM
2	100	7/13/2018 5:14 PM
3	60	7/13/2018 2:52 PM
4	5	7/13/2018 12:07 PM
5	70	7/13/2018 8:03 AM
6	10	7/12/2018 5:03 PM
7	95	7/12/2018 4:28 PM
8	80	7/12/2018 3:44 PM
9	74	7/12/2018 3:40 PM
10	70	7/12/2018 11:47 AM
11	50	7/11/2018 11:39 AM
12	99	7/10/2018 4:35 PM
13	70	7/10/2018 1:09 PM
14	90	7/10/2018 10:59 AM
15	30	7/10/2018 10:36 AM
16	100	7/6/2018 10:27 AM
17	80	7/5/2018 3:28 PM
18	95	7/5/2018 10:52 AM
19	90	7/5/2018 10:16 AM
20	99	7/3/2018 10:43 AM

2018 HME News/VGM Benchmarking Survey

21	10	7/3/2018 10:43 AM
22	70	7/2/2018 7:34 PM
23	100	7/2/2018 4:28 PM
24	100	7/2/2018 10:38 AM
25	95	6/28/2018 12:39 PM
26	1	6/28/2018 12:17 PM
27	35	6/28/2018 11:14 AM
28	40	6/23/2018 1:44 PM
29	90	6/21/2018 2:56 PM
30	2	6/21/2018 12:41 PM
31	75	6/20/2018 4:38 PM
32	95	6/20/2018 11:25 AM
33	30	6/20/2018 10:55 AM
34	93	6/19/2018 9:38 AM
35	35	6/15/2018 11:36 AM
36	80	6/14/2018 5:45 PM
37	70	6/14/2018 5:21 PM
38	90	6/14/2018 1:09 PM
39	50	6/13/2018 10:11 AM
40	100	6/12/2018 1:13 PM
41	100	6/12/2018 8:52 AM
42	99	6/11/2018 2:33 PM
43	10	6/8/2018 10:16 AM
44	95	6/7/2018 4:32 PM
45	75	6/7/2018 4:11 PM
46	75	6/1/2018 6:35 PM
47	100	5/31/2018 1:48 PM
48	50	5/31/2018 12:29 PM
49	90	5/31/2018 10:25 AM
50	99	5/30/2018 4:24 PM
51	20	5/30/2018 4:09 PM
52	5	5/30/2018 2:37 PM
53	35	5/30/2018 11:23 AM
54	95	5/30/2018 11:11 AM
55	50	5/30/2018 10:05 AM
56	10	5/26/2018 11:45 AM
57	70	5/22/2018 2:16 PM
58	15	5/15/2018 4:40 PM
59	40	5/11/2018 3:46 PM
60	65	5/10/2018 12:12 PM
61	30	5/9/2018 6:39 PM

2018 HME News/VGM Benchmarking Survey

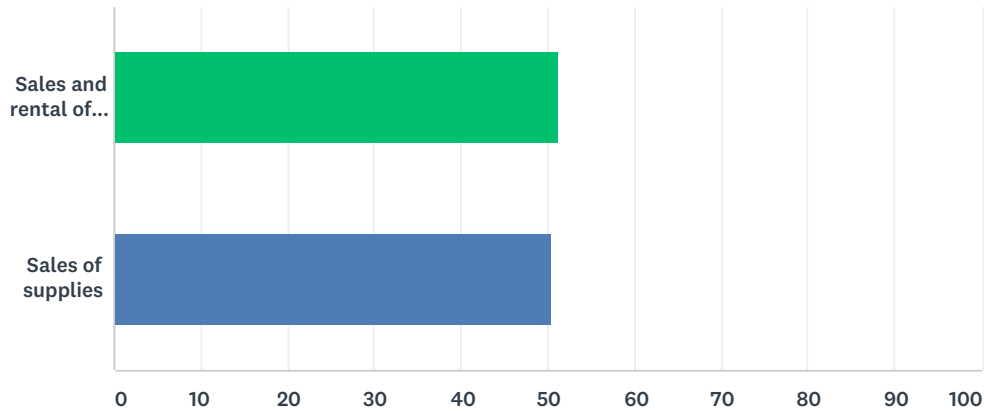
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5	30	7/13/2018 8:03 AM
6	90	7/12/2018 5:03 PM
7	5	7/12/2018 4:28 PM
8	20	7/12/2018 3:44 PM
9	26	7/12/2018 3:40 PM
10	30	7/12/2018 11:47 AM
11	50	7/11/2018 11:39 AM
12	1	7/10/2018 4:35 PM
13	30	7/10/2018 1:09 PM
14	10	7/10/2018 10:59 AM
15	70	7/10/2018 10:36 AM
16	20	7/5/2018 3:28 PM
17	5	7/5/2018 10:52 AM
18	10	7/5/2018 10:16 AM
19	1	7/3/2018 10:43 AM
20	90	7/3/2018 10:43 AM
21	30	7/2/2018 7:34 PM
22	0	7/2/2018 10:38 AM
23	5	6/28/2018 12:39 PM
24	99	6/28/2018 12:17 PM
25	65	6/28/2018 11:14 AM
26	60	6/23/2018 1:44 PM
27	10	6/21/2018 2:56 PM
28	98	6/21/2018 12:41 PM
29	25	6/20/2018 4:38 PM
30	5	6/20/2018 11:25 AM
31	70	6/20/2018 10:55 AM
32	7	6/19/2018 9:38 AM
33	65	6/15/2018 11:36 AM
34	20	6/14/2018 5:45 PM
35	30	6/14/2018 5:21 PM
36	10	6/14/2018 1:09 PM
37	50	6/13/2018 10:11 AM
38	0	6/12/2018 8:52 AM
39	1	6/11/2018 2:33 PM

2018 HME News/VGM Benchmarking Survey

40	90	6/8/2018 10:16 AM
41	5	6/7/2018 4:32 PM
42	25	6/7/2018 4:11 PM
43	25	6/1/2018 6:35 PM
44	50	5/31/2018 12:29 PM
45	10	5/31/2018 10:25 AM
46	1	5/30/2018 4:24 PM
47	80	5/30/2018 4:09 PM
48	95	5/30/2018 2:37 PM
49	65	5/30/2018 11:23 AM
50	5	5/30/2018 11:11 AM
51	50	5/30/2018 10:05 AM
52	90	5/26/2018 11:45 AM
53	30	5/22/2018 2:16 PM
54	85	5/15/2018 4:40 PM
55	60	5/11/2018 3:46 PM
56	35	5/10/2018 12:12 PM
57	70	5/9/2018 6:39 PM

Q33 Please provide your percentage of net sleep revenues by product line for the latest fiscal year (must total 100%):

Answered: 62 Skipped: 59



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Sales and rental of equipment	51	3,174	62
Sales of supplies	50	3,026	60
Total Respondents: 62			

#	SALES AND RENTAL OF EQUIPMENT	DATE
1	54	7/13/2018 5:14 PM
2	65	7/13/2018 2:52 PM
3	35	7/13/2018 8:03 AM
4	40	7/12/2018 5:03 PM
5	60	7/12/2018 4:28 PM
6	48	7/12/2018 3:44 PM
7	43	7/12/2018 3:40 PM
8	42	7/12/2018 11:47 AM
9	30	7/11/2018 11:39 AM
10	82	7/10/2018 4:35 PM
11	57	7/10/2018 1:09 PM
12	37	7/10/2018 10:59 AM
13	65	7/10/2018 10:36 AM
14	25	7/6/2018 10:27 AM
15	85	7/5/2018 3:28 PM
16	75	7/5/2018 10:52 AM
17	40	7/5/2018 10:16 AM
18	40	7/3/2018 5:39 PM
19	55	7/3/2018 10:43 AM

2018 HME News/VGM Benchmarking Survey

20	66	7/3/2018 10:43 AM
21	50	7/2/2018 7:34 PM
22	42	7/2/2018 4:28 PM
23	40	7/2/2018 10:38 AM
24	70	6/28/2018 12:39 PM
25	65	6/28/2018 12:17 PM
26	33	6/28/2018 11:14 AM
27	60	6/23/2018 1:44 PM
28	65	6/21/2018 2:56 PM
29	65	6/21/2018 12:41 PM
30	40	6/20/2018 4:38 PM
31	40	6/20/2018 11:40 AM
32	70	6/20/2018 11:25 AM
33	38	6/20/2018 10:55 AM
34	40	6/19/2018 9:38 AM
35	45	6/15/2018 11:36 AM
36	30	6/14/2018 5:45 PM
37	56	6/14/2018 5:21 PM
38	30	6/13/2018 10:11 AM
39	40	6/13/2018 9:29 AM
40	100	6/12/2018 1:13 PM
41	20	6/12/2018 8:52 AM
42	100	6/11/2018 2:33 PM
43	72	6/8/2018 10:16 AM
44	67	6/7/2018 4:32 PM
45	100	6/7/2018 4:11 PM
46	35	6/1/2018 6:35 PM
47	100	5/31/2018 1:48 PM
48	42	5/31/2018 12:29 PM
49	54	5/30/2018 4:24 PM
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51	48	5/30/2018 2:37 PM
52	55	5/30/2018 11:23 AM
53	48	5/30/2018 11:11 AM
54	35	5/30/2018 10:05 AM
55	15	5/26/2018 11:45 AM
56	34	5/22/2018 2:16 PM
57	54	5/17/2018 6:22 PM
58	46	5/15/2018 4:40 PM
59	30	5/11/2018 3:46 PM
60	41	5/10/2018 12:12 PM

2018 HME News/VGM Benchmarking Survey

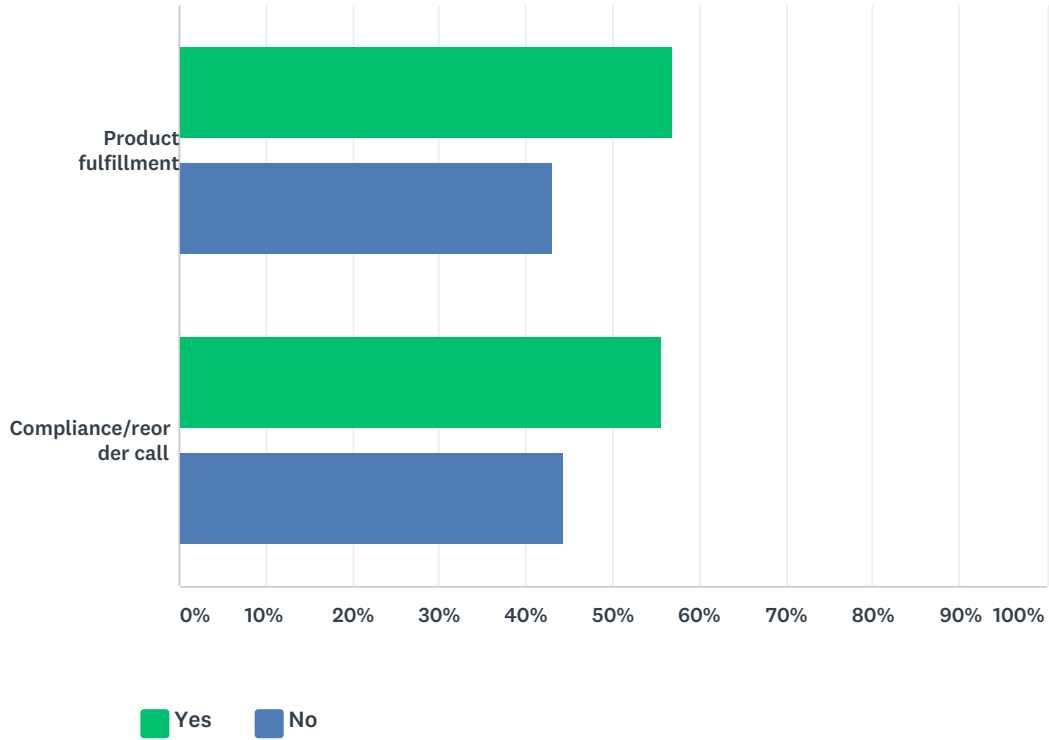
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6	52	7/12/2018 3:44 PM
7	57	7/12/2018 3:40 PM
8	58	7/12/2018 11:47 AM
9	70	7/11/2018 11:39 AM
10	18	7/10/2018 4:35 PM
11	43	7/10/2018 1:09 PM
12	63	7/10/2018 10:59 AM
13	35	7/10/2018 10:36 AM
14	75	7/6/2018 10:27 AM
15	15	7/5/2018 3:28 PM
16	25	7/5/2018 10:52 AM
17	60	7/5/2018 10:16 AM
18	60	7/3/2018 5:39 PM
19	45	7/3/2018 10:43 AM
20	34	7/3/2018 10:43 AM
21	50	7/2/2018 7:34 PM
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23	60	7/2/2018 10:38 AM
24	30	6/28/2018 12:39 PM
25	35	6/28/2018 12:17 PM
26	67	6/28/2018 11:14 AM
27	40	6/23/2018 1:44 PM
28	35	6/21/2018 2:56 PM
29	35	6/21/2018 12:41 PM
30	60	6/20/2018 4:38 PM
31	60	6/20/2018 11:40 AM
32	30	6/20/2018 11:25 AM
33	62	6/20/2018 10:55 AM
34	60	6/19/2018 9:38 AM
35	55	6/15/2018 11:36 AM
36	70	6/14/2018 5:45 PM
37	44	6/14/2018 5:21 PM
38	70	6/13/2018 10:11 AM

2018 HME News/VGM Benchmarking Survey

39	60	6/13/2018 9:29 AM
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41	0	6/11/2018 2:33 PM
42	28	6/8/2018 10:16 AM
43	33	6/7/2018 4:32 PM
44	65	6/1/2018 6:35 PM
45	0	5/31/2018 1:48 PM
46	58	5/31/2018 12:29 PM
47	46	5/30/2018 4:24 PM
48	80	5/30/2018 4:09 PM
49	52	5/30/2018 2:37 PM
50	45	5/30/2018 11:23 AM
51	52	5/30/2018 11:11 AM
52	65	5/30/2018 10:05 AM
53	85	5/26/2018 11:45 AM
54	66	5/22/2018 2:16 PM
55	46	5/17/2018 6:22 PM
56	54	5/15/2018 4:40 PM
57	70	5/11/2018 3:46 PM
58	59	5/10/2018 12:12 PM
59	52	5/9/2018 6:39 PM
60	53	5/3/2018 1:45 PM

Q34 Do you outsource sleep supplies in either of these areas?

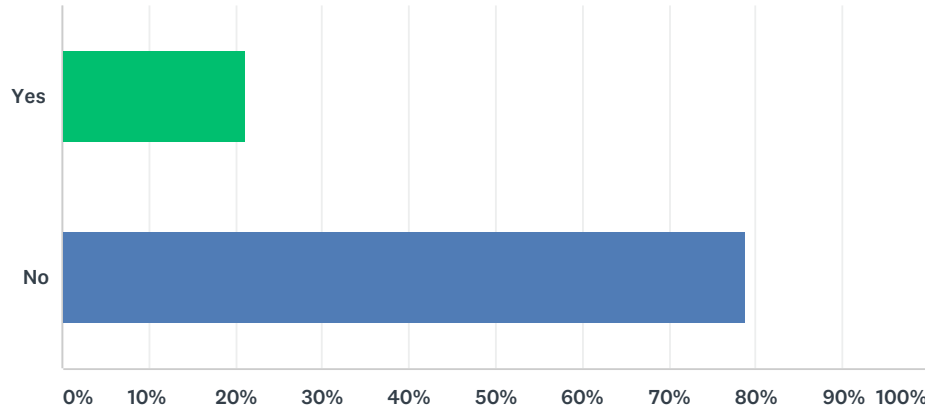
Answered: 72 Skipped: 49



	YES	NO	TOTAL
Product fulfillment	56.94% 41	43.06% 31	72
Compliance/reorder call	55.71% 39	44.29% 31	70

Q35 Are you also in the complex rehab business?

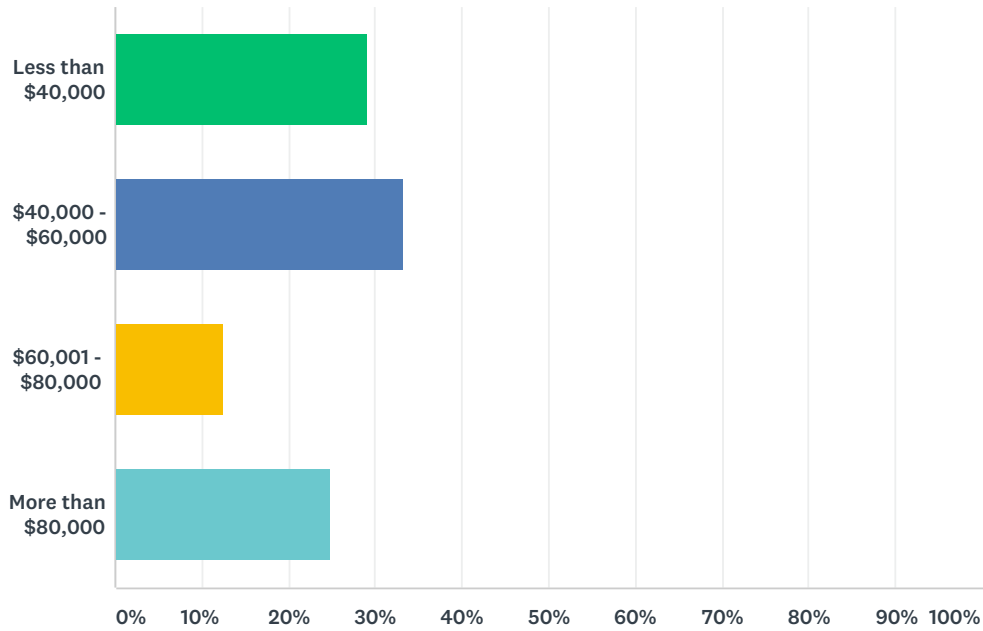
Answered: 76 Skipped: 45



ANSWER CHOICES	RESPONSES	
Yes	21.05%	16
No	78.95%	60
TOTAL		76

Q36 What is your average monthly allowed/collectible revenue per Rehab Technology Supplier?

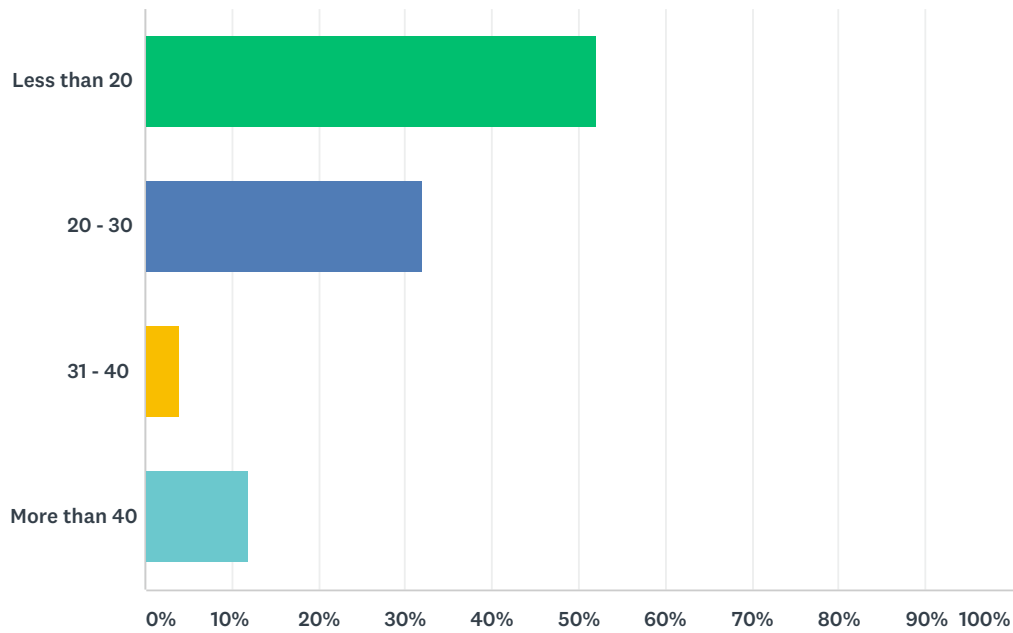
Answered: 24 Skipped: 97



ANSWER CHOICES	RESPONSES	
Less than \$40,000	29.17%	7
\$40,000 - \$60,000	33.33%	8
\$60,001 - \$80,000	12.50%	3
More than \$80,000	25.00%	6
TOTAL		24

Q37 How many monthly evaluations do your Rehab Technology Suppliers complete, on average?

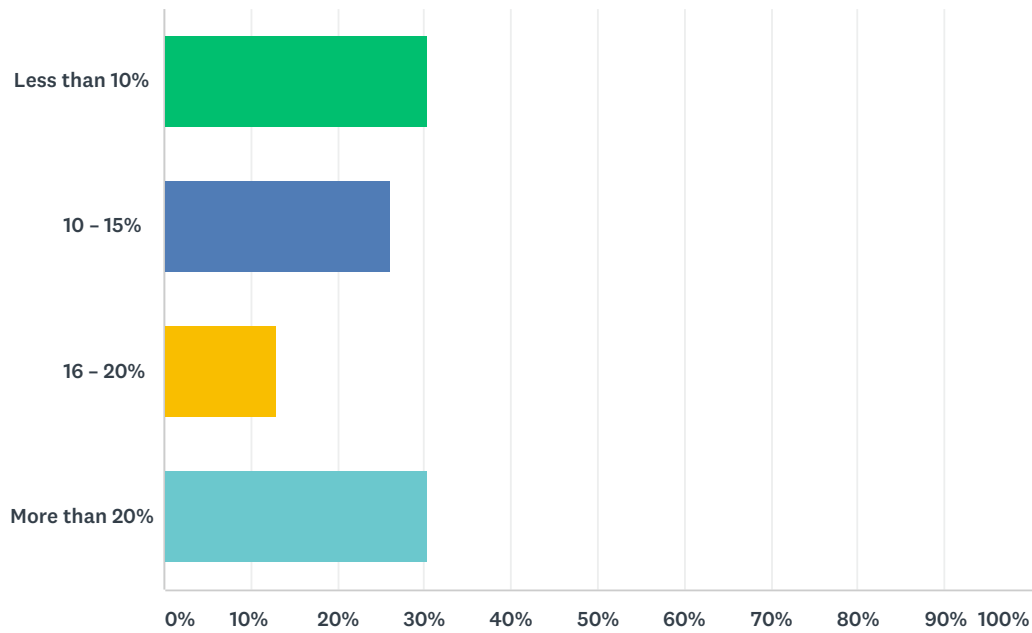
Answered: 25 Skipped: 96



ANSWER CHOICES	RESPONSES	
Less than 20	52.00%	13
20 - 30	32.00%	8
31 - 40	4.00%	1
More than 40	12.00%	3
TOTAL		25

Q38 What is your month-end work in process as a percentage of annual revenue (in dollars)?

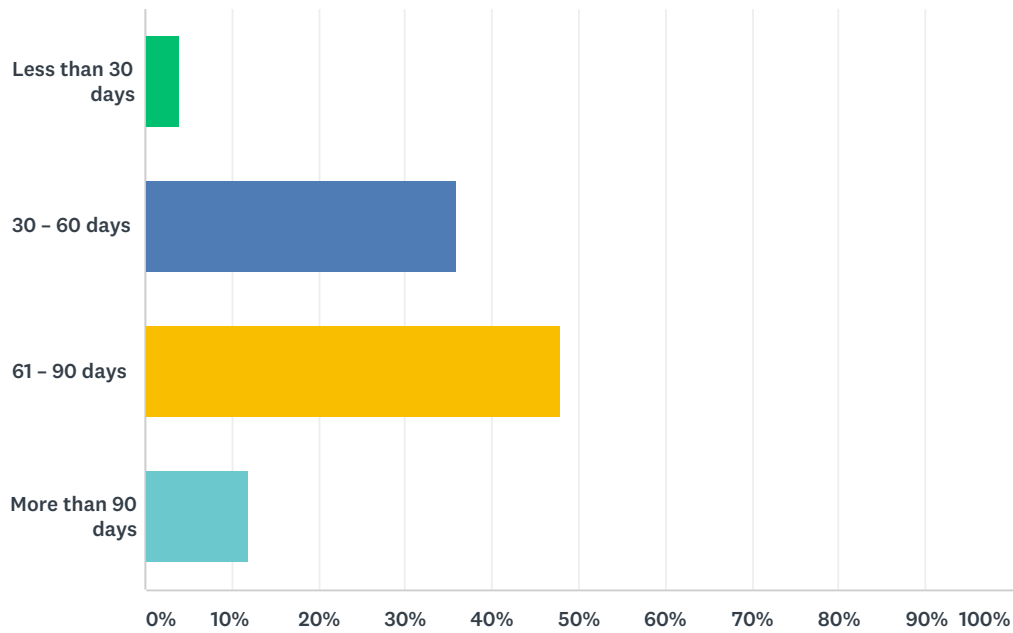
Answered: 23 Skipped: 98



ANSWER CHOICES	RESPONSES	
Less than 10%	30.43%	7
10 - 15%	26.09%	6
16 - 20%	13.04%	3
More than 20%	30.43%	7
TOTAL		23

Q39 On average, how much time does it take from evaluation to delivery?

Answered: 25 Skipped: 96



ANSWER CHOICES	RESPONSES	
Less than 30 days	4.00%	1
30 - 60 days	36.00%	9
61 - 90 days	48.00%	12
More than 90 days	12.00%	3
TOTAL		25