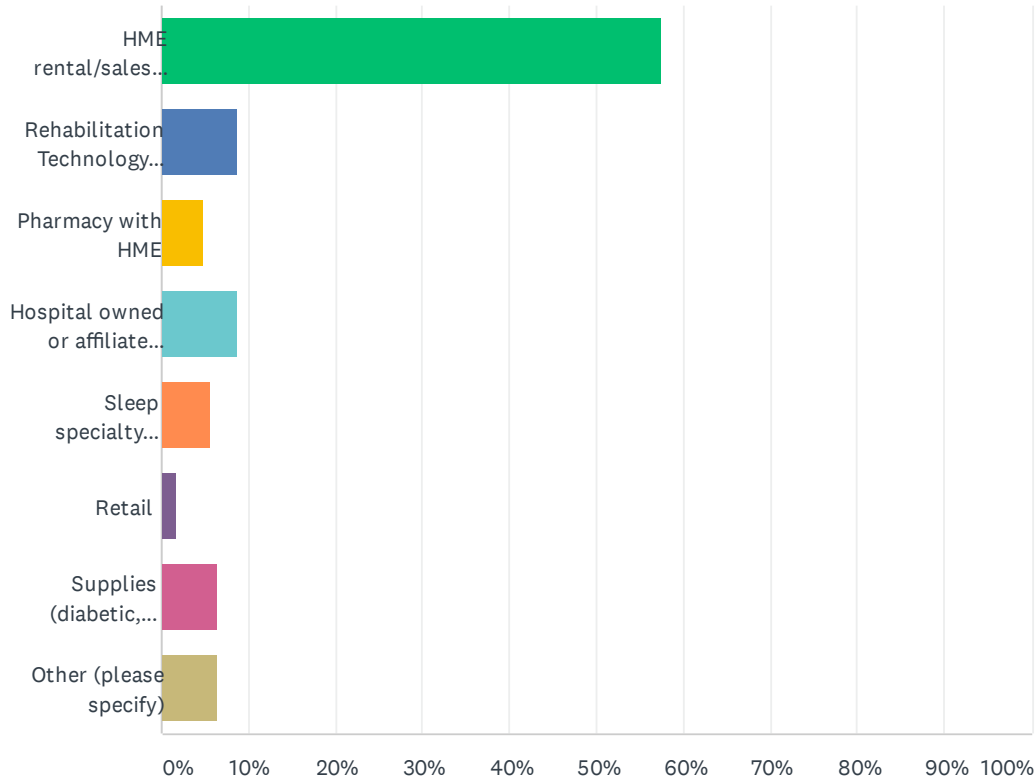


Q1 What is your primary business type?

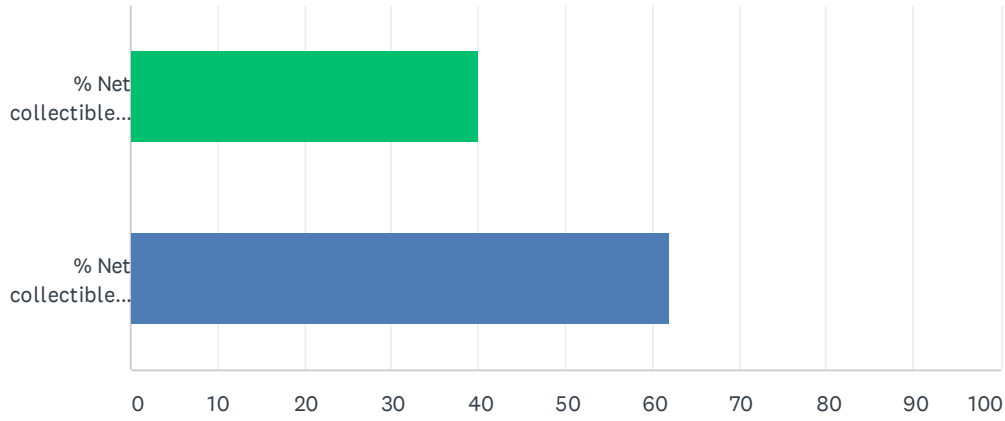
Answered: 125 Skipped: 0



ANSWER CHOICES	RESPONSES	
HME rental/sales (including oxygen)	57.60%	72
Rehabilitation Technology Supplier (complex rehab)	8.80%	11
Pharmacy with HME	4.80%	6
Hospital owned or affiliated HME	8.80%	11
Sleep specialty business	5.60%	7
Retail	1.60%	2
Supplies (diabetic, ostomy, wound care, enteral, etc.)	6.40%	8
Other (please specify)	6.40%	8
TOTAL		125

Q2 How did your net collectible revenues break out for your latest fiscal year? (Enter rounded percentages, e.g. 42, 58. Total must equal 100%)

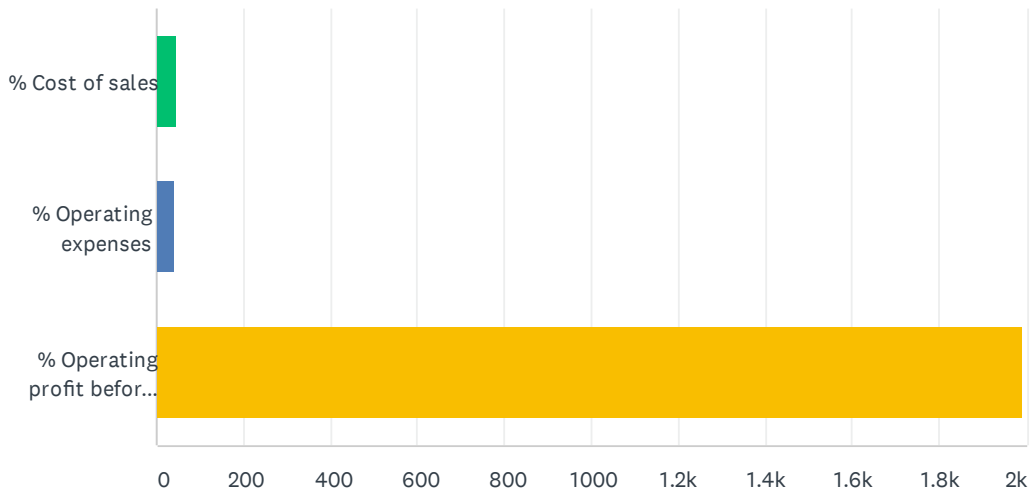
Answered: 125 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
% Net collectible revenues - rentals	40	4,759	119
% Net collectible revenues - sales	62	7,741	125
Total Respondents: 125			

Q3 What were the following for your latest fiscal year? (Enter rounded percentages, e.g. 56)

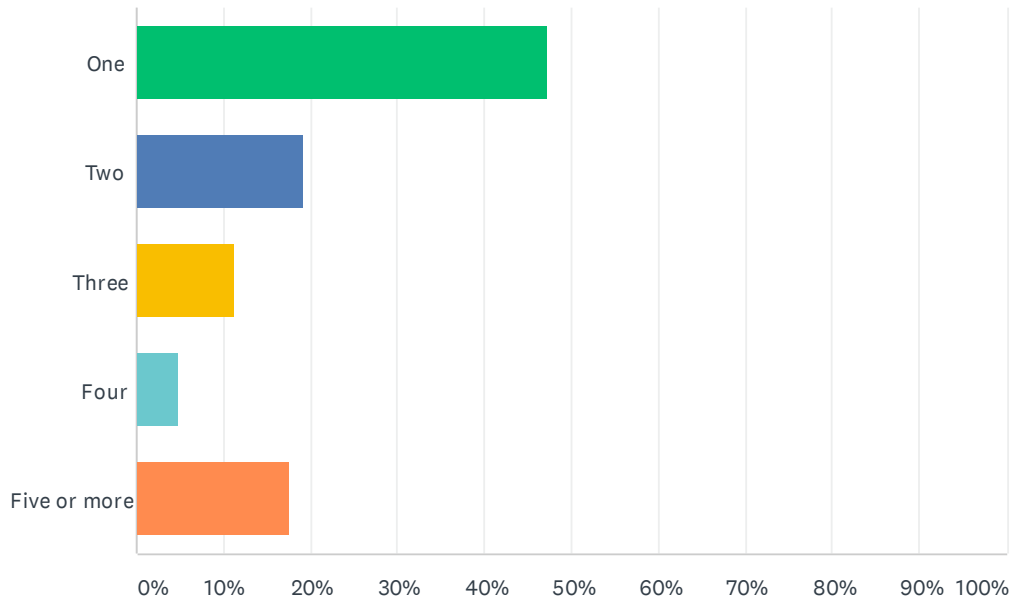
Answered: 125 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
% Cost of sales	44	5,558	125
% Operating expenses	42	5,254	125
% Operating profit before interest & depreciation (EBITDA).(Should equal 100% of total revenues from Question 2 less cost of sales % less operating expenses %)	1,991	248,878	125
Total Respondents: 125			

Q4 How many physical locations do you serve patients from?

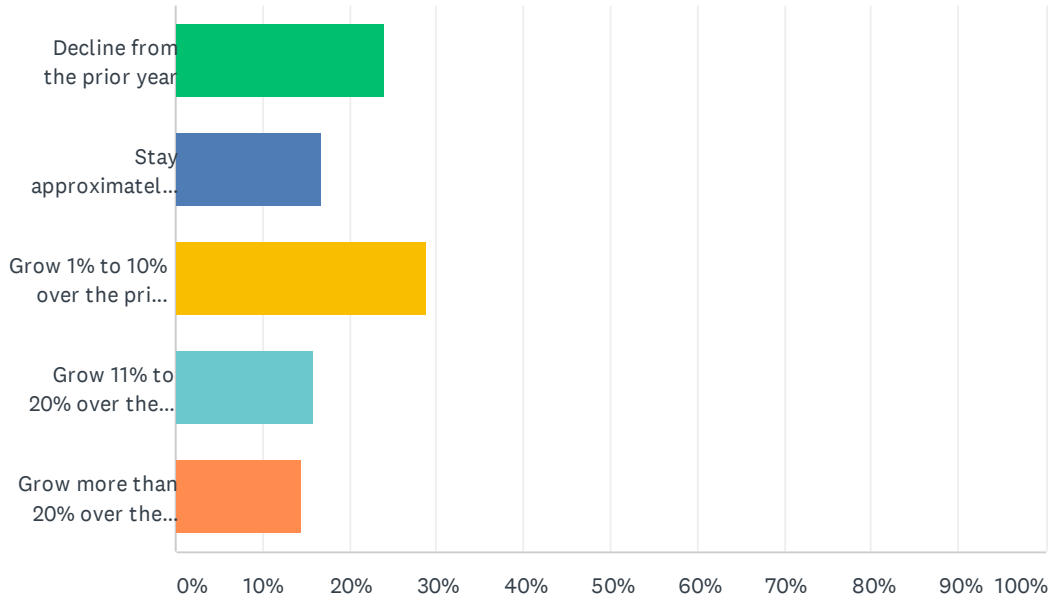
Answered: 125 Skipped: 0



ANSWER CHOICES	RESPONSES	
One	47.20%	59
Two	19.20%	24
Three	11.20%	14
Four	4.80%	6
Five or more	17.60%	22
TOTAL		125

Q5 Did your total collectible HME revenues for the latest fiscal year:

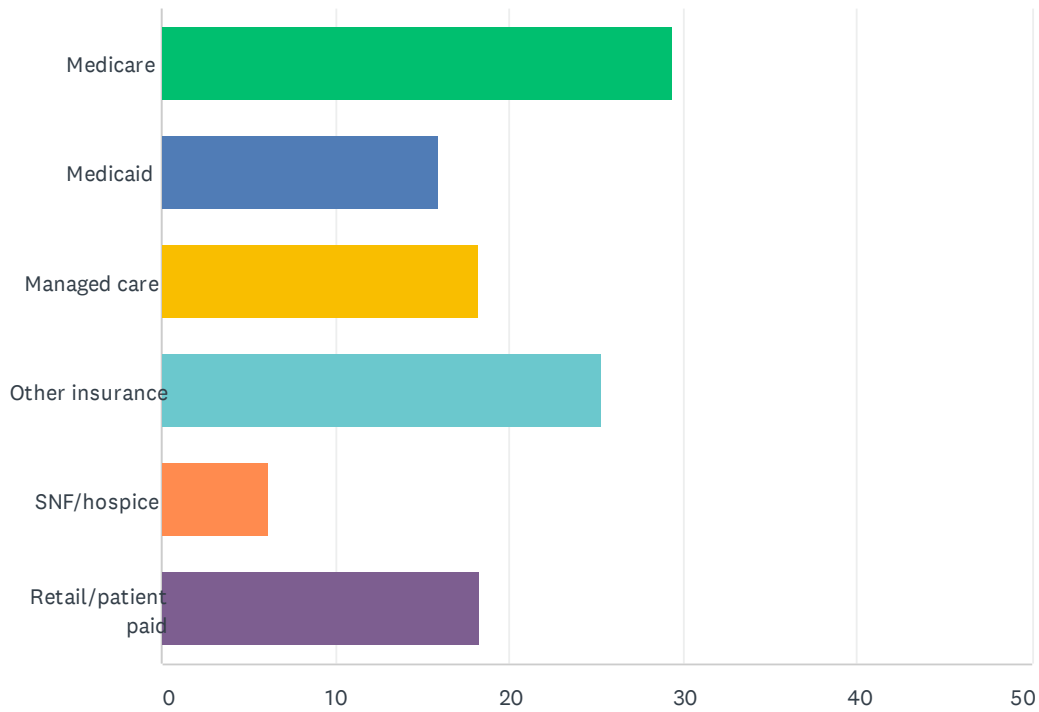
Answered: 125 Skipped: 0



ANSWER CHOICES	RESPONSES	
Decline from the prior year	24.00%	30
Stay approximately the same as the prior year	16.80%	21
Grow 1% to 10% over the prior year	28.80%	36
Grow 11% to 20% over the prior year	16.00%	20
Grow more than 20% over the prior year	14.40%	18
TOTAL		125

Q6 Please provide your percentage of revenues by payer type for the latest fiscal year (must total 100%):

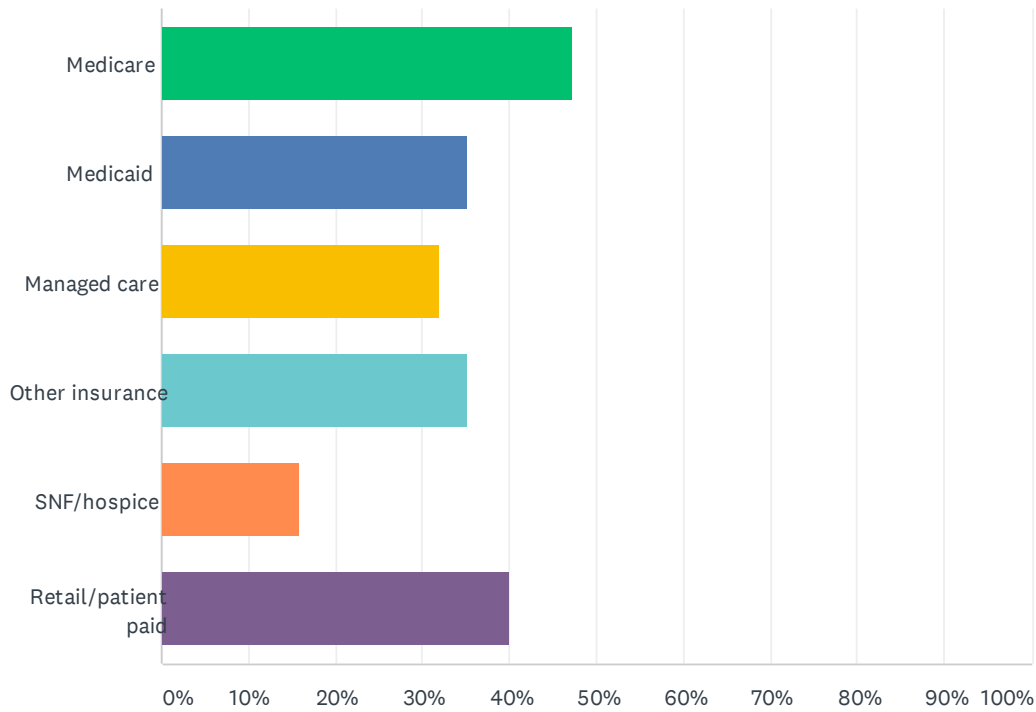
Answered: 125 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Medicare	29	3,497	119
Medicaid	16	1,848	116
Managed care	18	1,842	101
Other insurance	25	2,736	108
SNF/hospice	6	455	74
Retail/patient paid	18	1,999	109
Total Respondents: 125			

Q7 Which of the following payer types increased (as a percentage of your total revenues) in the latest fiscal year? (Select all that apply.)

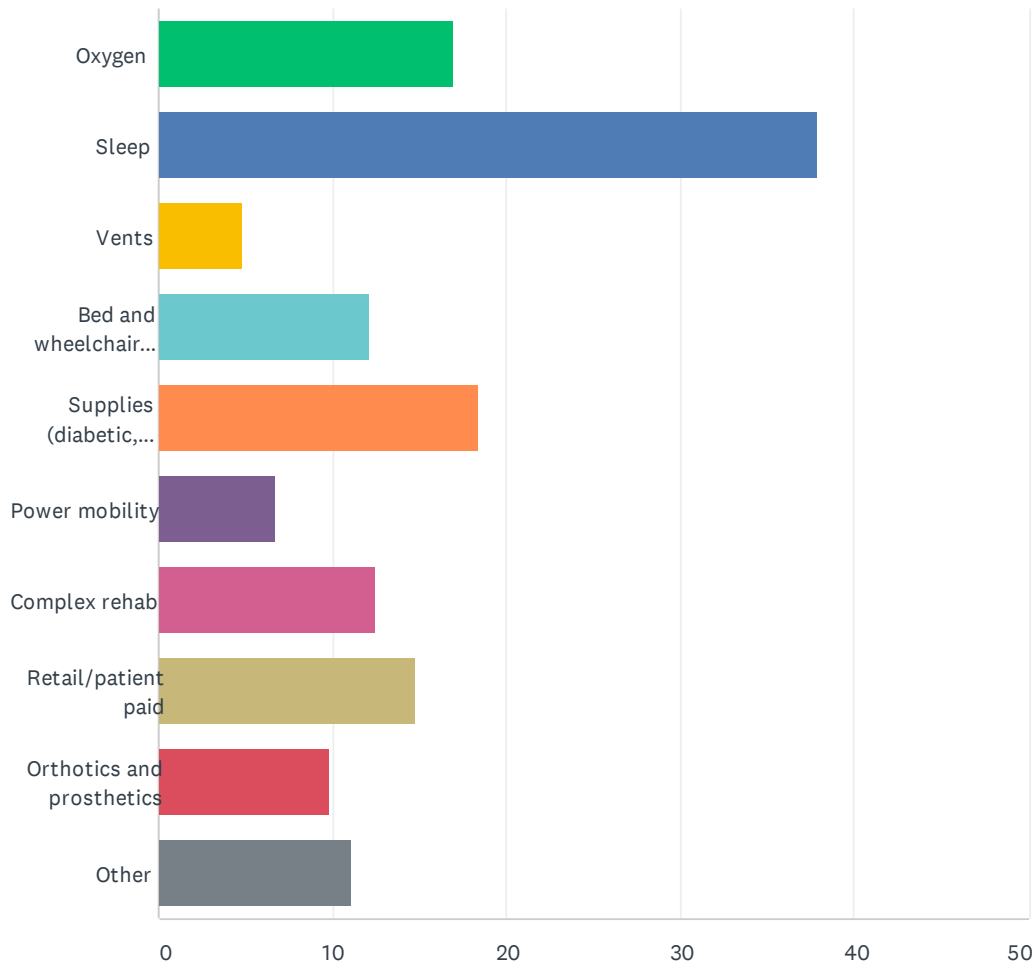
Answered: 125 Skipped: 0



ANSWER CHOICES	RESPONSES	
Medicare	47.20%	59
Medicaid	35.20%	44
Managed care	32.00%	40
Other insurance	35.20%	44
SNF/hospice	16.00%	20
Retail/patient paid	40.00%	50
Total Respondents: 125		

Q8 Please provide your percentage of net revenues by product line for the latest fiscal year (must total 100%):

Answered: 125 Skipped: 0

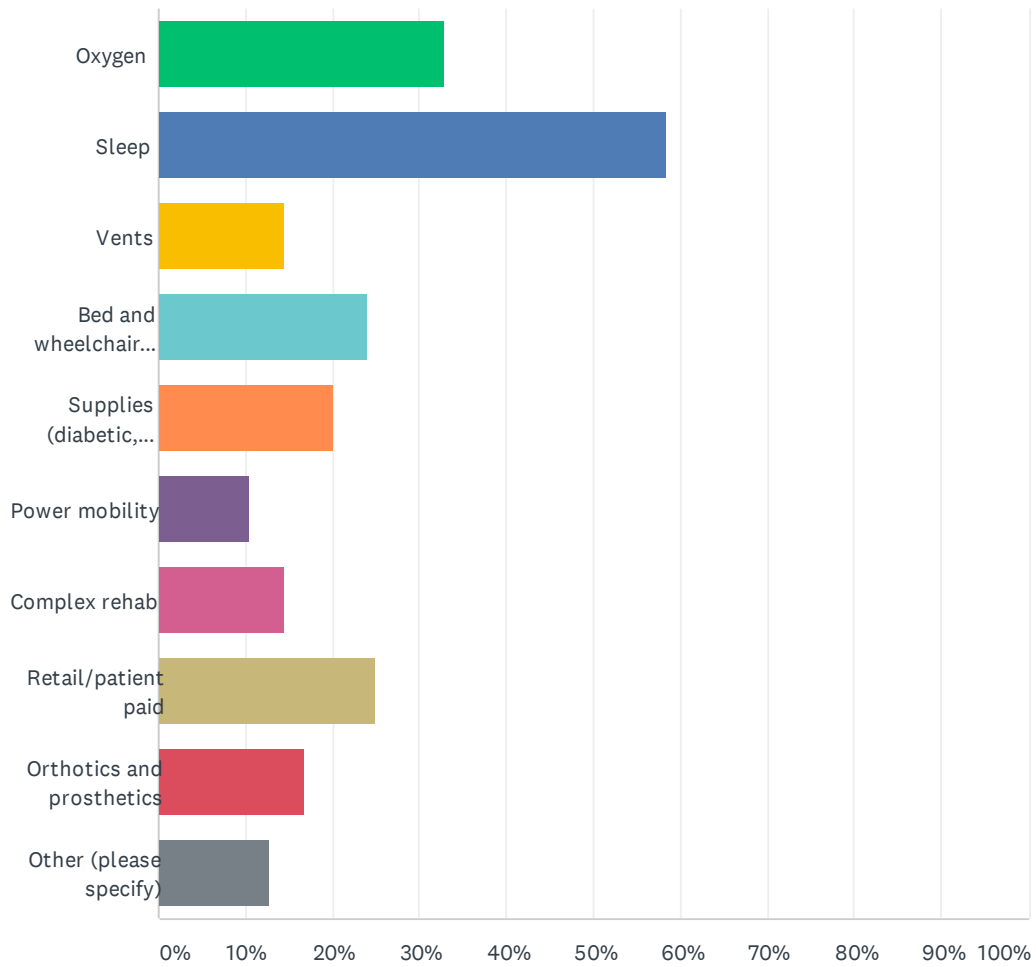


2020 HME News/VGM Financial Benchmarking Survey

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Oxygen	17	1,597	94
Sleep	38	3,673	97
Vents	5	357	74
Bed and wheelchair rentals	12	1,136	94
Supplies (diabetic, ostomy, wound care, enteral, etc.)	18	1,643	89
Power mobility	7	512	77
Complex rehab	12	912	73
Retail/patient paid	15	1,220	83
Orthotics and prosthetics	10	698	71
Other	11	752	68
Total Respondents: 125			

Q9 Which of the following product lines increased as a percentage of total revenues in the latest fiscal year? (Select all that apply.)

Answered: 125 Skipped: 0

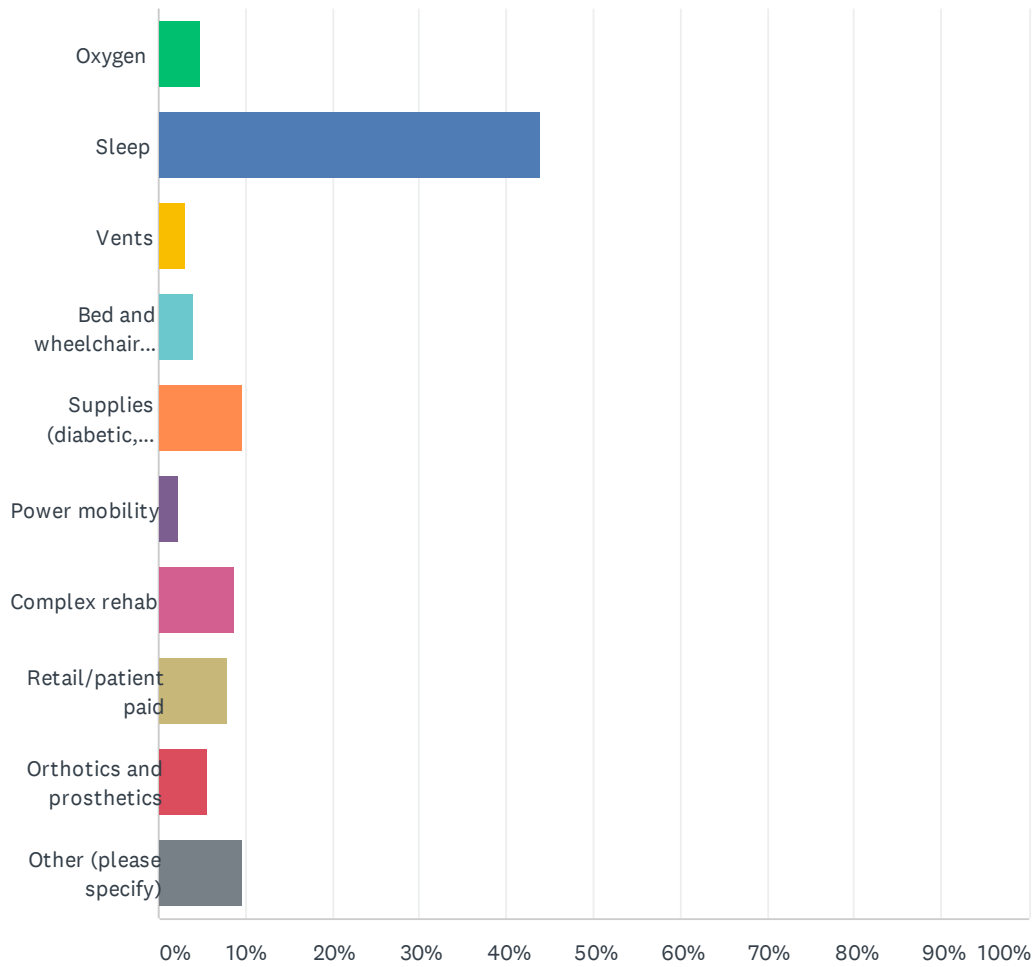


2020 HME News/VGM Financial Benchmarking Survey

ANSWER CHOICES	RESPONSES	
Oxygen	32.80%	41
Sleep	58.40%	73
Vents	14.40%	18
Bed and wheelchair rentals	24.00%	30
Supplies (diabetic, ostomy, wound care, enteral, etc.)	20.00%	25
Power mobility	10.40%	13
Complex rehab	14.40%	18
Retail/patient paid	24.80%	31
Orthotics and prosthetics	16.80%	21
Other (please specify)	12.80%	16
Total Respondents: 125		

Q10 Which product line grew the fastest in the latest fiscal year compared to the prior year? (Select only one.)

Answered: 125 Skipped: 0

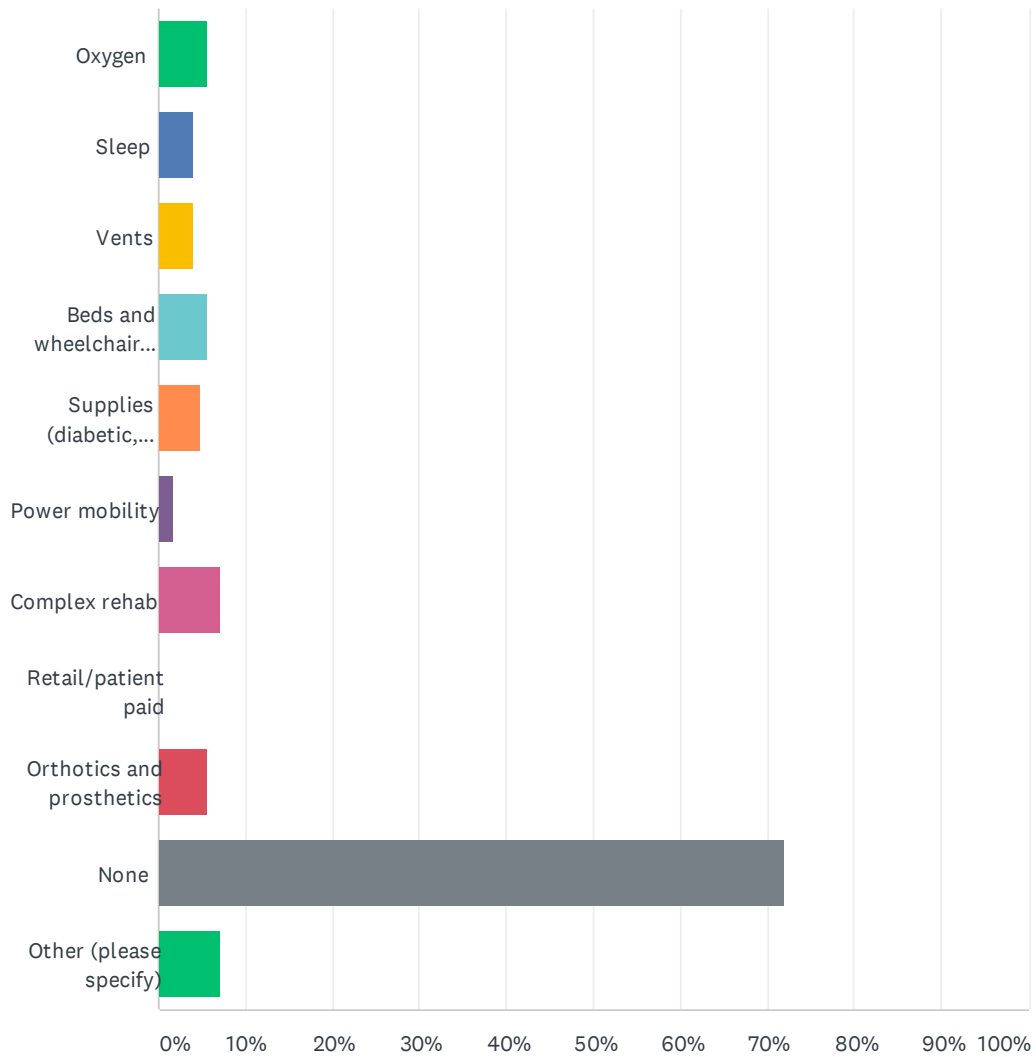


2020 HME News/VGM Financial Benchmarking Survey

ANSWER CHOICES	RESPONSES	
Oxygen	4.80%	6
Sleep	44.00%	55
Vents	3.20%	4
Bed and wheelchair rentals	4.00%	5
Supplies (diabetic, ostomy, wound care, enteral, etc)	9.60%	12
Power mobility	2.40%	3
Complex rehab	8.80%	11
Retail/patient paid	8.00%	10
Orthotics and prosthetics	5.60%	7
Other (please specify)	9.60%	12
TOTAL		125

Q11 Which product lines did you discontinue in the latest fiscal year, if any? (Select all that apply.)

Answered: 125 Skipped: 0



2020 HME News/VGM Financial Benchmarking Survey

ANSWER CHOICES	RESPONSES	
Oxygen	5.60%	7
Sleep	4.00%	5
Vents	4.00%	5
Beds and wheelchair rentals	5.60%	7
Supplies (diabetic, ostomy, wound care, enteral, etc)	4.80%	6
Power mobility	1.60%	2
Complex rehab	7.20%	9
Retail/patient paid	0.00%	0
Orthotics and prosthetics	5.60%	7
None	72.00%	90
Other (please specify)	7.20%	9
Total Respondents: 125		

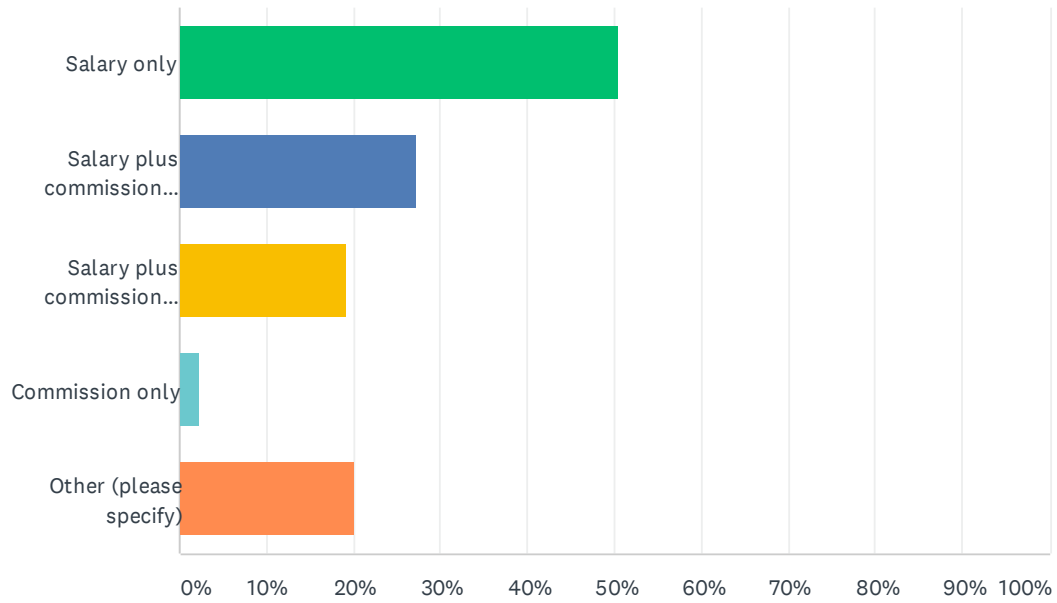
Q12 How many full time equivalent employees (FTEs) do you have in the following categories?

Answered: 125 Skipped: 0

ANSWER CHOICES	RESPONSES	
Intake/CSR	92.80%	116
Billing/collections	93.60%	117
Respiratory therapist	73.60%	92
Delivery tech	88.00%	110
Marketing/sales	76.00%	95
Rehab Technology Supplier	49.60%	62
Other	57.60%	72

Q13 How are your sales employees compensated? (Select all that apply.)

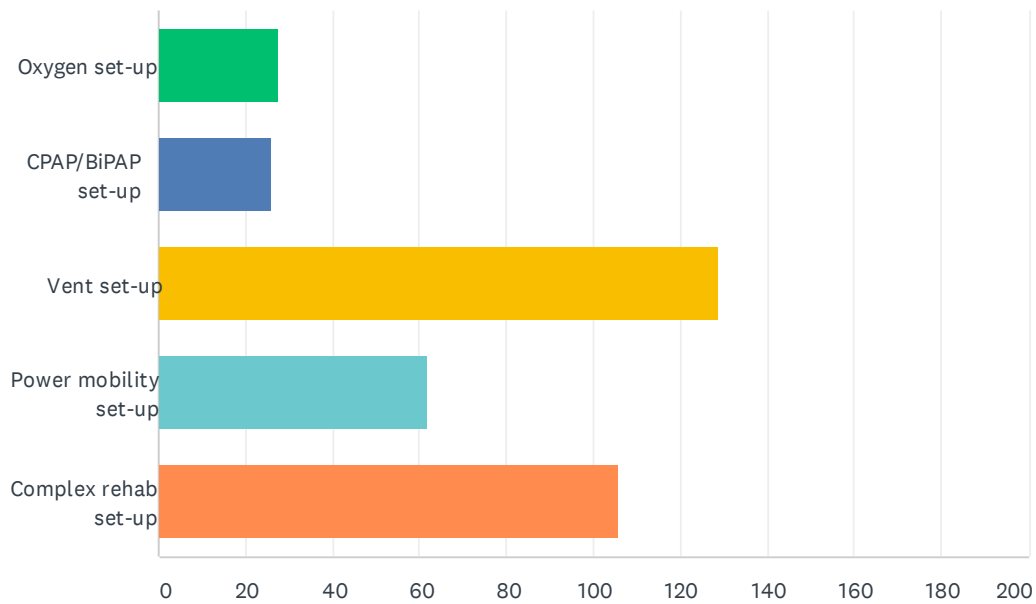
Answered: 125 Skipped: 0



ANSWER CHOICES	RESPONSES	
Salary only	50.40%	63
Salary plus commission based on new patients	27.20%	34
Salary plus commission based on collections	19.20%	24
Commission only	2.40%	3
Other (please specify)	20.00%	25
Total Respondents: 125		

**Q14 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: 40 Skipped: 85



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Oxygen set-up	28	605	22
CPAP/BiPAP set-up	26	800	31
Vent set-up	129	3,225	25
Power mobility set-up	62	1,050	17
Complex rehab set-up	106	1,800	17
Total Respondents: 40			

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

Answered: 45 Skipped: 80

Q16 What are your average monthly sleep set-ups per respiratory sales rep? (If not applicable, please leave blank.)

Answered: 51 Skipped: 74

Q17 On average, what percentage of your sales employees' total compensation is commission or incentive based?

Answered: 64 Skipped: 61

Q18 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: 125 Skipped: 0

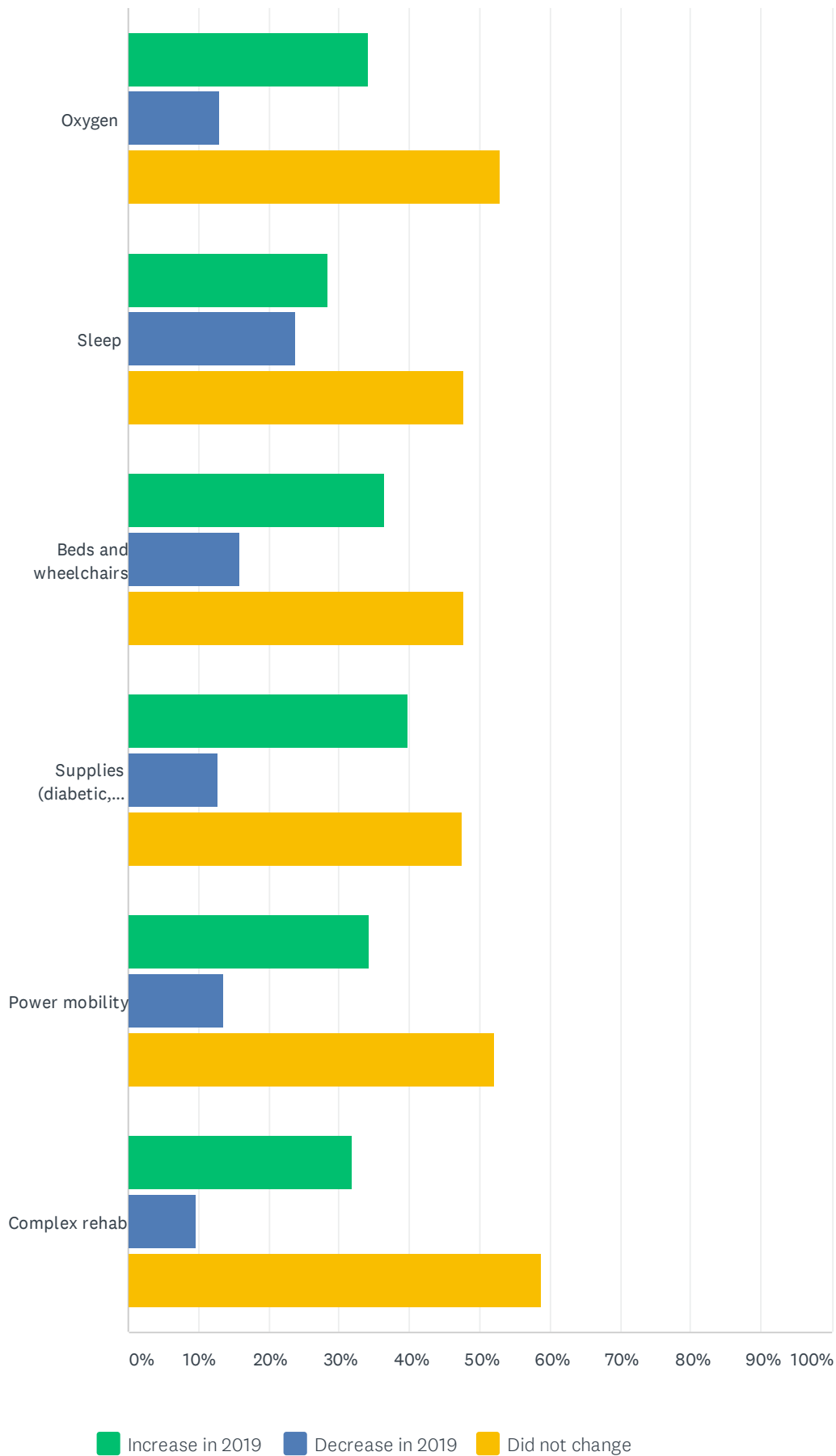
Q19 What was your total occupancy expense (including rents, insurance, property tax, utilities) for the latest fiscal year? (Enter full dollar amount with no commas or abbreviations, i.e. 100000)

Answered: 125 Skipped: 0

Q20 Did your unit cost of comparable HME equipment (for rental & sales) purchased, by product:

Answered: 116 Skipped: 9

2020 HME News/VGM Financial Benchmarking Survey

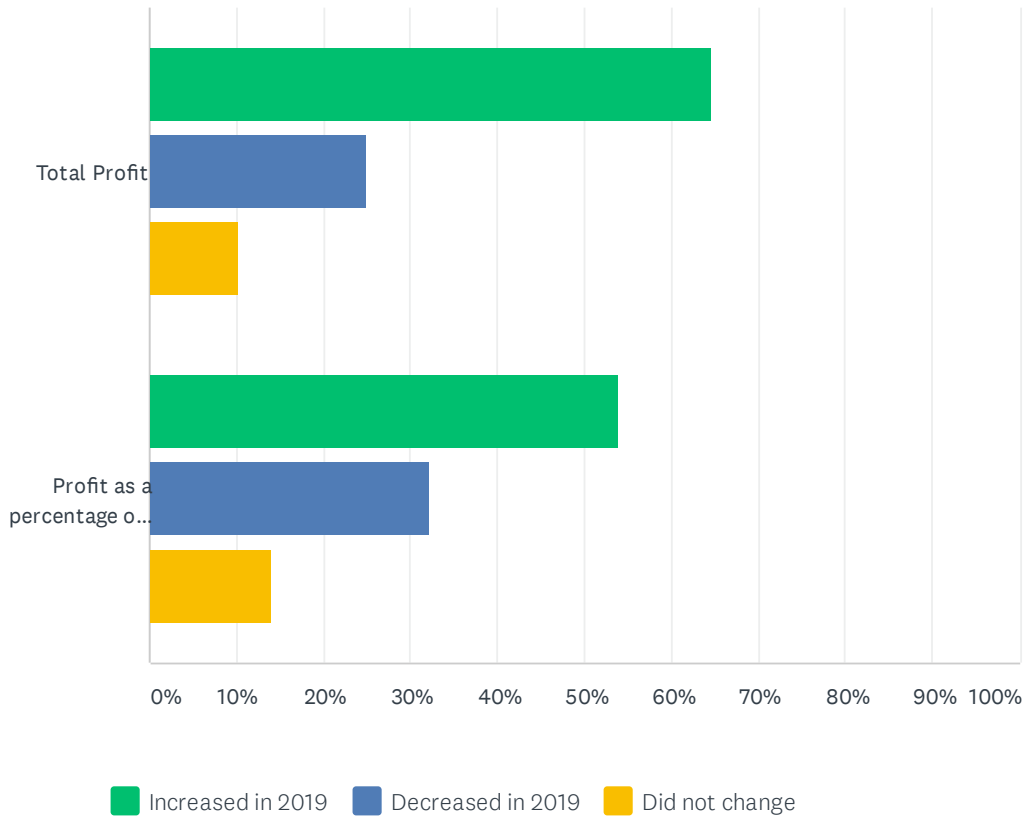


2020 HME News/VGM Financial Benchmarking Survey

	INCREASE IN 2019	DECREASE IN 2019	DID NOT CHANGE	TOTAL
Oxygen	34.12% 29	12.94% 11	52.94% 45	85
Sleep	28.41% 25	23.86% 21	47.73% 42	88
Beds and wheelchairs	36.36% 32	15.91% 14	47.73% 42	88
Supplies (diabetic, ostomy, wound care, enteral, etc)	39.74% 31	12.82% 10	47.44% 37	78
Power mobility	34.25% 25	13.70% 10	52.05% 38	73
Complex rehab	31.75% 20	9.52% 6	58.73% 37	63

Q21 Please describe your profitability for 2019 compared to 2018:

Answered: 125 Skipped: 0



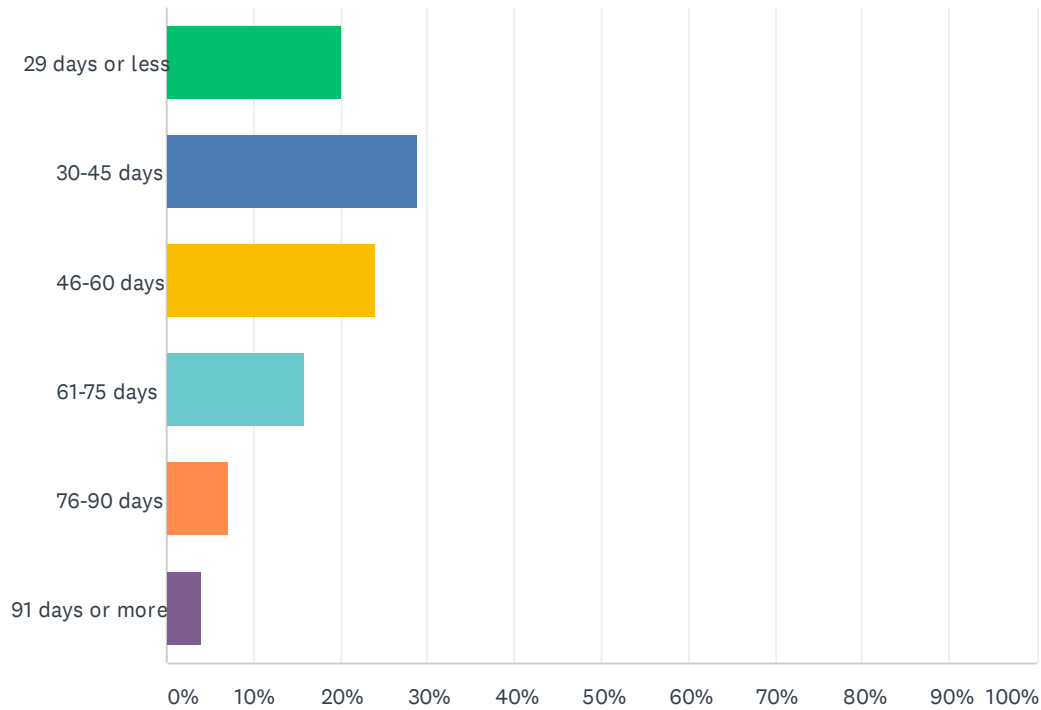
	INCREASED IN 2019	DECREASED IN 2019	DID NOT CHANGE	TOTAL
Total Profit	64.66%	25.00%	10.34%	
	75	29	12	116
Profit as a percentage of revenue	53.91%	32.17%	13.91%	
	62	37	16	115

Q22 What percentage of ALLOWABLE revenues did you collect in 2019?

Answered: 125 Skipped: 0

Q23 What is your current days sales outstanding (DSO)?

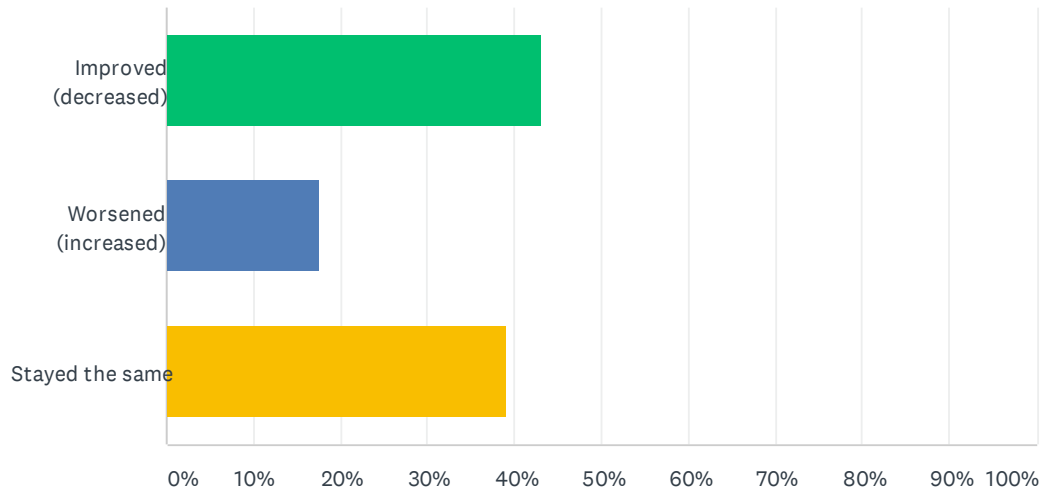
Answered: 125 Skipped: 0



ANSWER CHOICES	RESPONSES	
29 days or less	20.00%	25
30-45 days	28.80%	36
46-60 days	24.00%	30
61-75 days	16.00%	20
76-90 days	7.20%	9
91 days or more	4.00%	5
TOTAL		125

Q24 Compared to one year ago, your DSO has:

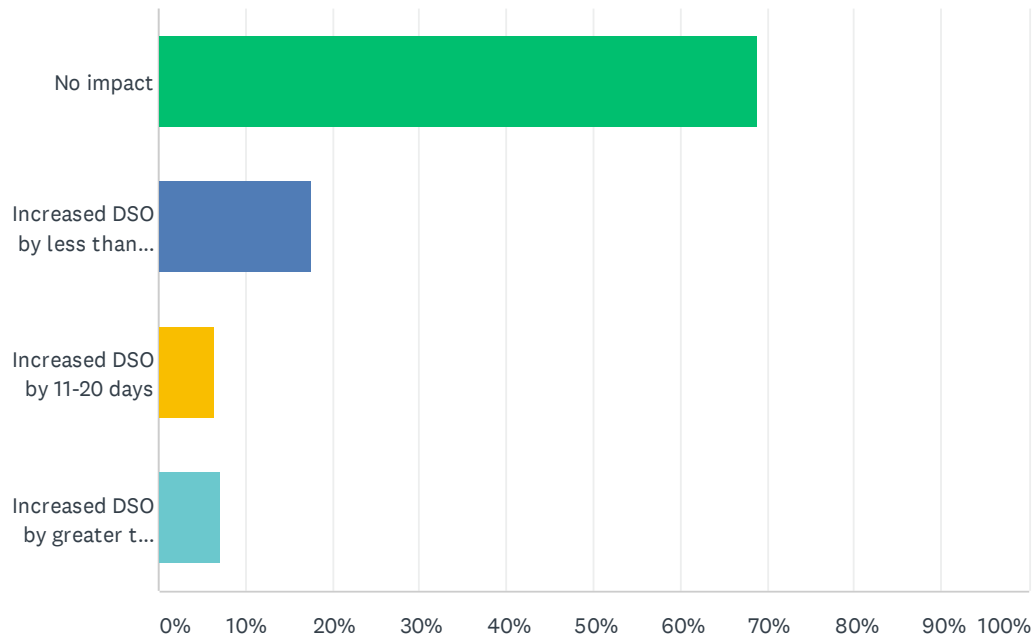
Answered: 125 Skipped: 0



ANSWER CHOICES	RESPONSES	
Improved (decreased)	43.20%	54
Worsened (increased)	17.60%	22
Stayed the same	39.20%	49
TOTAL		125

Q25 How has your DSO been impacted by CMS audits during the last year?

Answered: 125 Skipped: 0



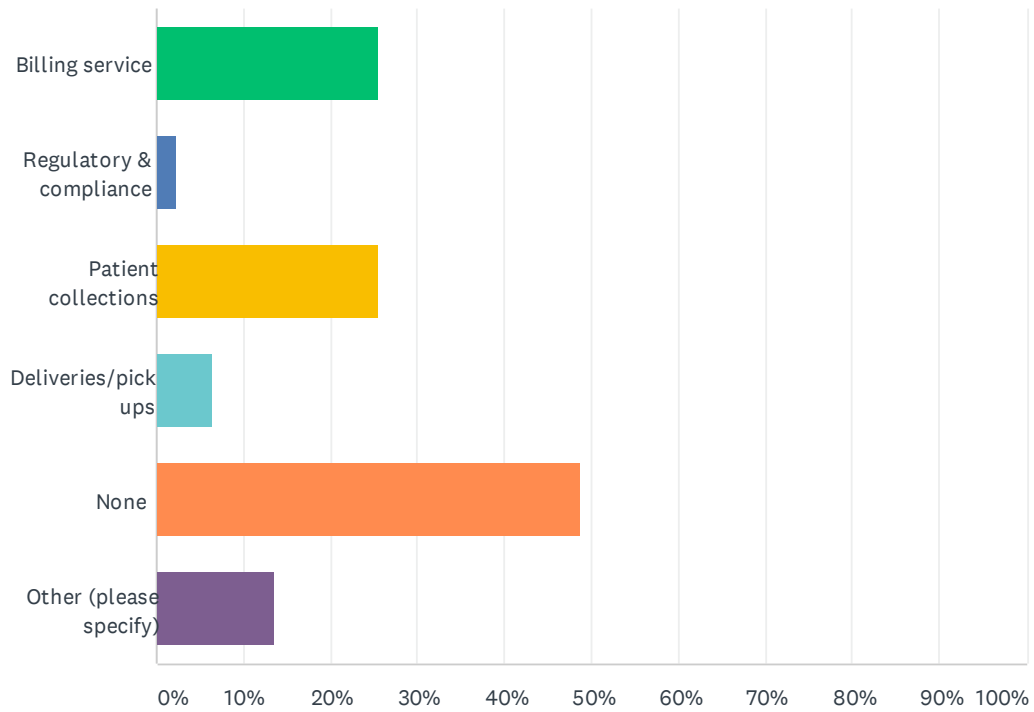
ANSWER CHOICES	RESPONSES	
No impact	68.80%	86
Increased DSO by less than 10 days	17.60%	22
Increased DSO by 11-20 days	6.40%	8
Increased DSO by greater than 20 days	7.20%	9
TOTAL		125

Q26 What is the biggest single cause of claims denials?

Answered: 83 Skipped: 42

Q27 What business functions do you routinely outsource? (Select all that apply.)

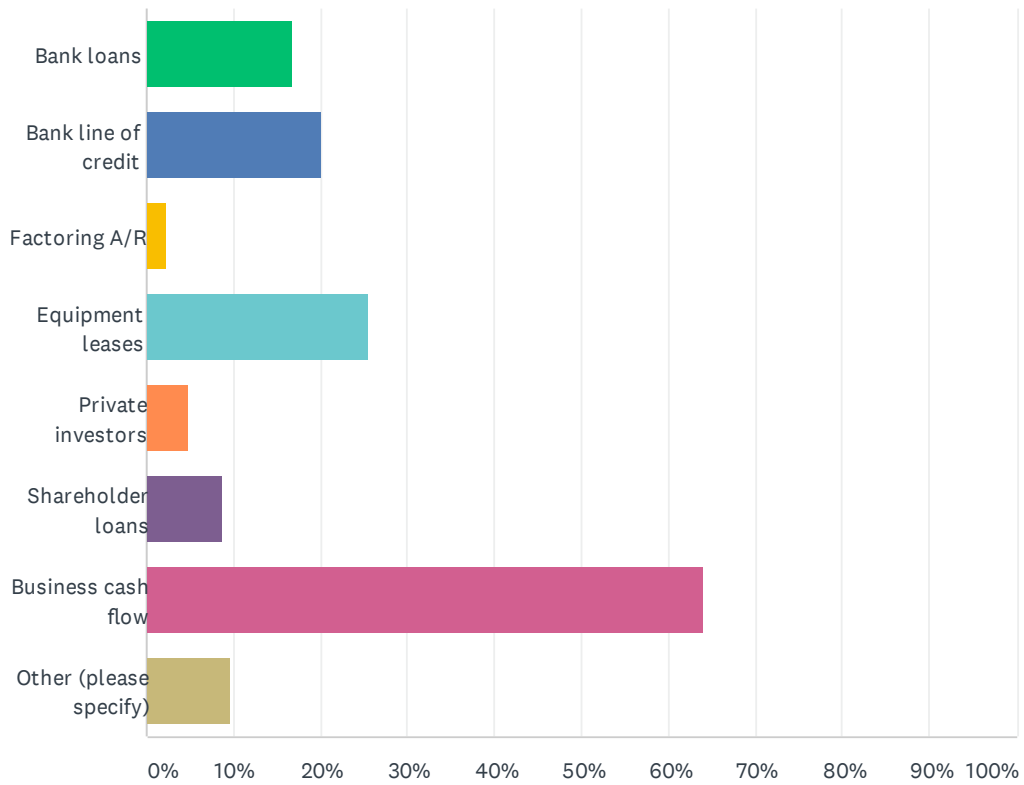
Answered: 125 Skipped: 0



ANSWER CHOICES	RESPONSES	
Billing service	25.60%	32
Regulatory & compliance	2.40%	3
Patient collections	25.60%	32
Deliveries/pickups	6.40%	8
None	48.80%	61
Other (please specify)	13.60%	17
Total Respondents: 125		

Q28 What sources of capital did your company use in the last year? (Select all that apply.)

Answered: 125 Skipped: 0



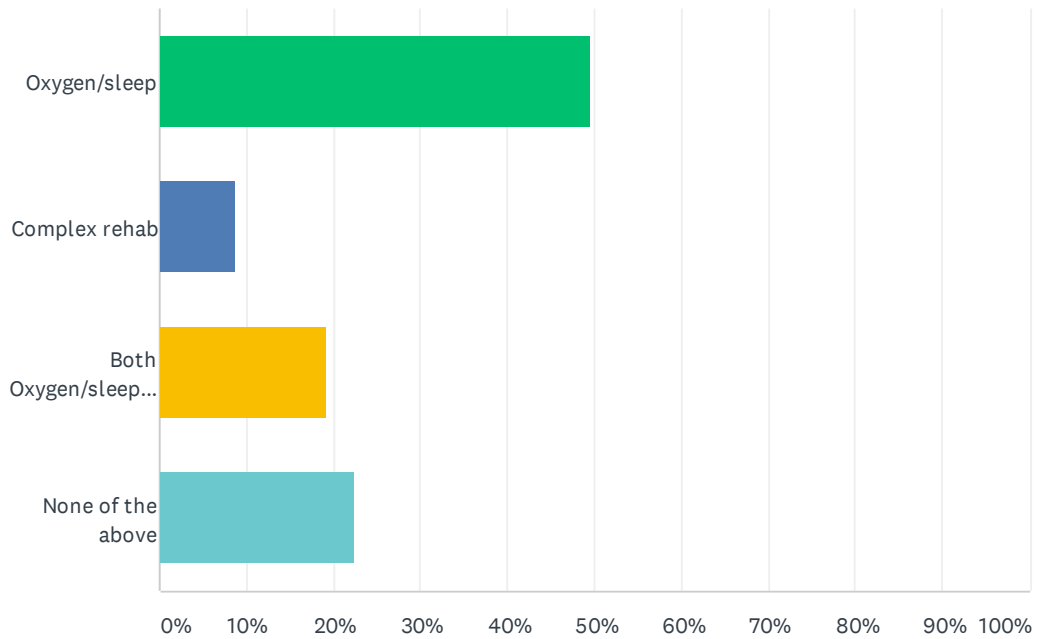
ANSWER CHOICES	RESPONSES	
Bank loans	16.80%	21
Bank line of credit	20.00%	25
Factoring A/R	2.40%	3
Equipment leases	25.60%	32
Private investors	4.80%	6
Shareholder loans	8.80%	11
Business cash flow	64.00%	80
Other (please specify)	9.60%	12
Total Respondents: 125		

Q29 What is the primary strategic focus of your business for the next year?

Answered: 95 Skipped: 30

Q30 Please indicate which of the following business categories apply to your company: (Select one option only.)

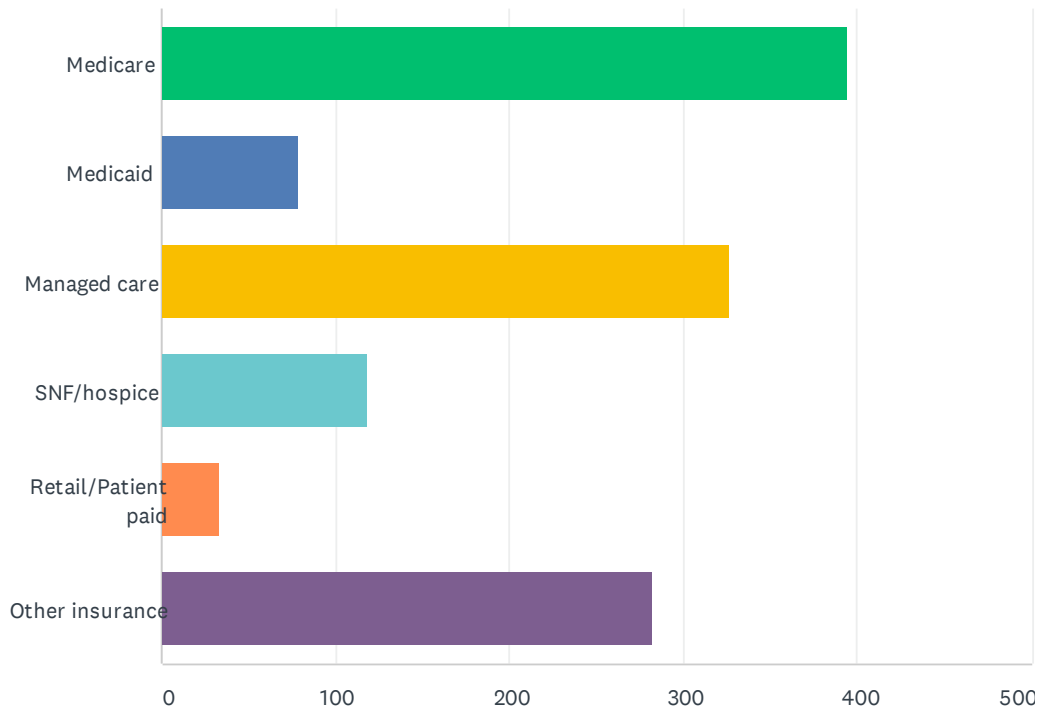
Answered: 125 Skipped: 0



ANSWER CHOICES	RESPONSES
Oxygen/sleep	49.60% 62
Complex rehab	8.80% 11
Both Oxygen/sleep and Complex rehab	19.20% 24
None of the above	22.40% 28
TOTAL	125

Q31 What was your oxygen patient census as of January 1, 2020, by payer?

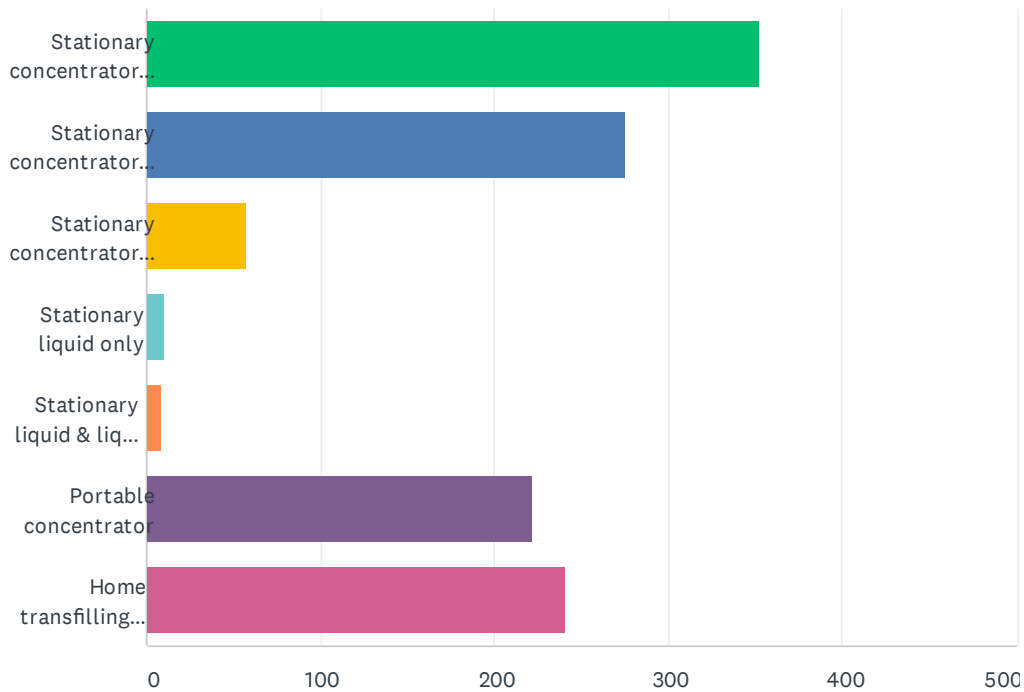
Answered: 62 Skipped: 63



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Medicare	394	24,448	62
Medicaid	78	4,453	57
Managed care	326	14,992	46
SNF/hospice	118	4,619	39
Retail/Patient paid	33	1,366	41
Other insurance	283	12,440	44
Total Respondents: 62			

Q32 What was your oxygen patient census as of January 1, 2020, by modality?

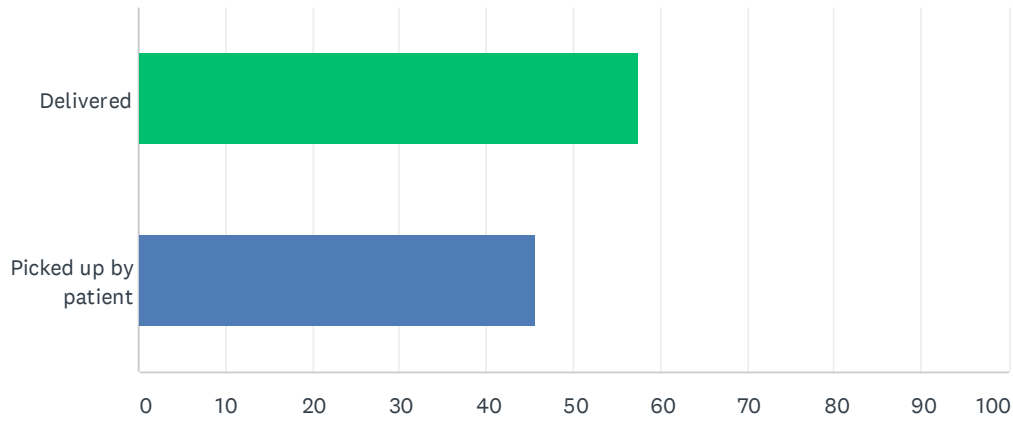
Answered: 63 Skipped: 62



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Stationary concentrator only	353	19,746	56
Stationary concentrator & gaseous portability	275	15,943	58
Stationary concentrator & liquid portability	57	1,954	34
Stationary liquid only	11	340	32
Stationary liquid & liquid portability	8	261	32
Portable concentrator	222	10,645	48
Home transfilling system	240	9,603	40
Total Respondents: 63			

Q33 If you are still using oxygen tanks for portability, what % of tanks are:

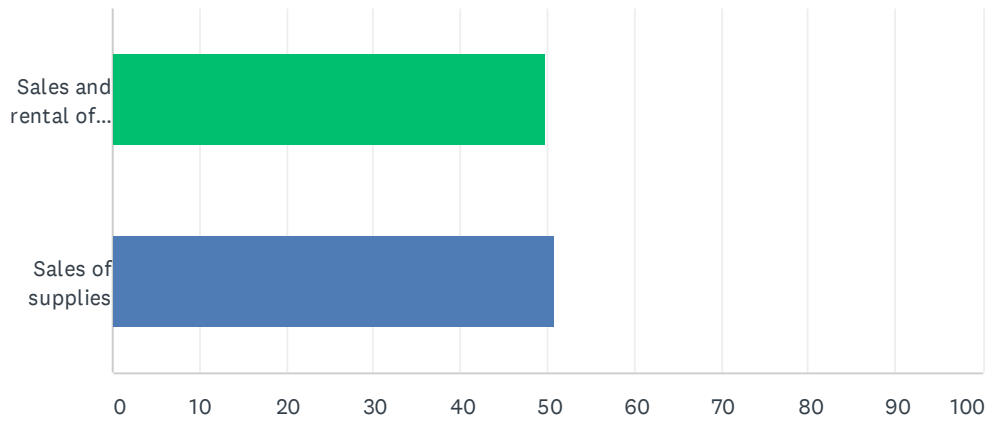
Answered: 64 Skipped: 61



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Delivered	57	3,619	63
Picked up by patient	46	2,781	61
Total Respondents: 64			

Q34 Please provide your percentage of net sleep revenues by product line for the latest fiscal year (must total 100%):

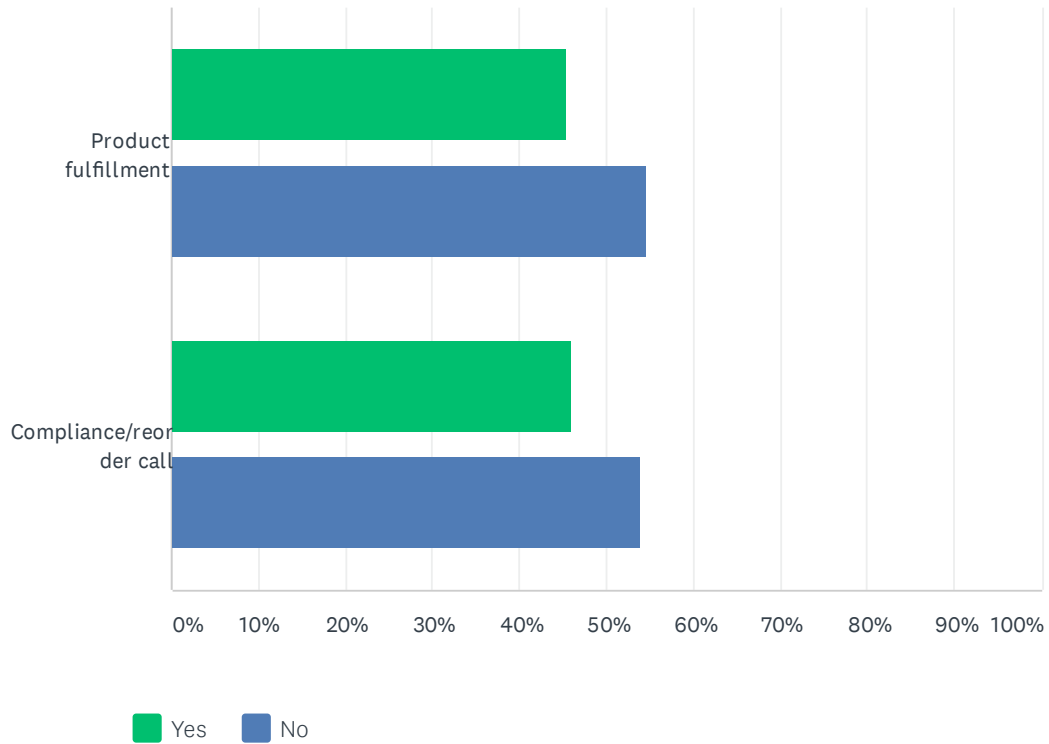
Answered: 70 Skipped: 55



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Sales and rental of equipment	50	3,436	69
Sales of supplies	51	3,564	70
Total Respondents: 70			

Q35 Do you outsource sleep supplies in either of these areas?

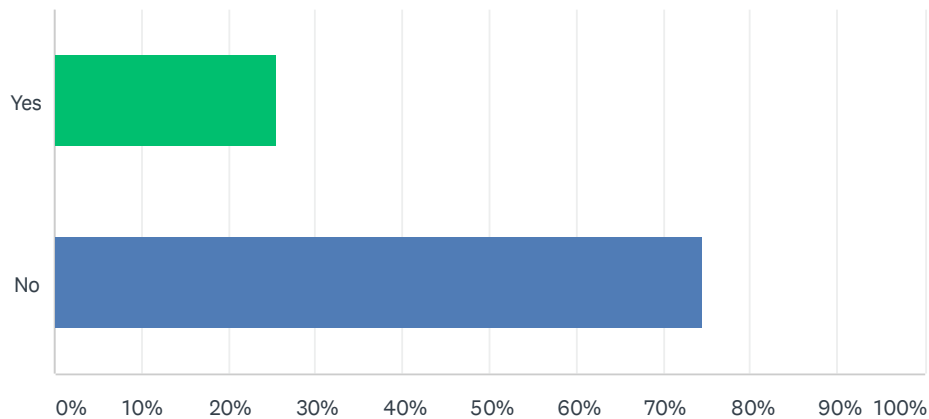
Answered: 78 Skipped: 47



	YES	NO	TOTAL
Product fulfillment	45.45% 35	54.55% 42	77
Compliance/reorder call	46.05% 35	53.95% 41	76

Q36 Are you also in the complex rehab business?

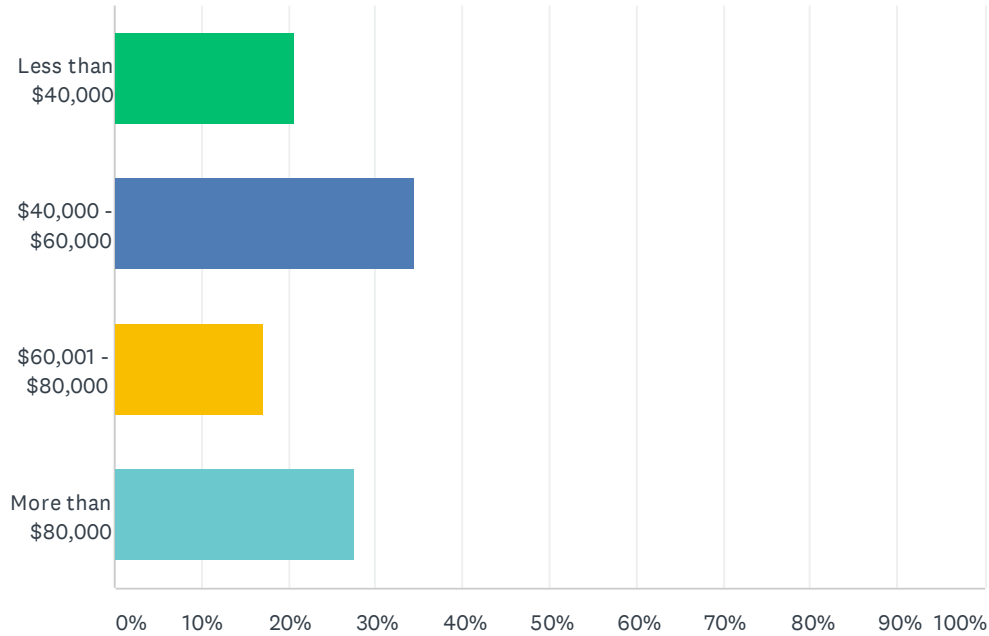
Answered: 82 Skipped: 43



ANSWER CHOICES	RESPONSES	
Yes	25.61%	21
No	74.39%	61
TOTAL		82

Q37 What is your average monthly allowed/collectible revenue per Rehab Technology Supplier?

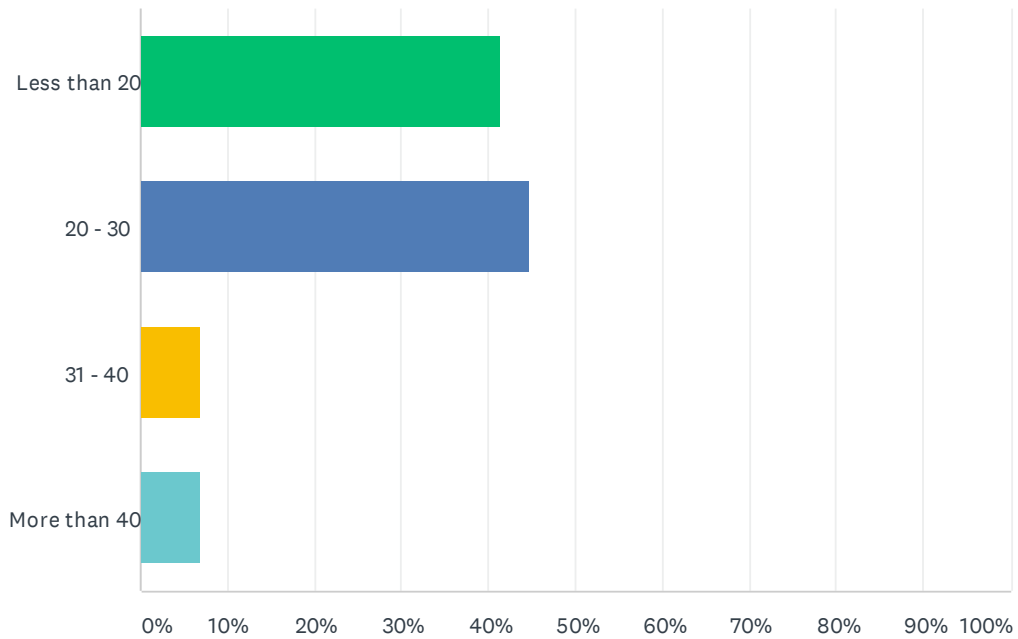
Answered: 29 Skipped: 96



ANSWER CHOICES	RESPONSES	
Less than \$40,000	20.69%	6
\$40,000 - \$60,000	34.48%	10
\$60,001 - \$80,000	17.24%	5
More than \$80,000	27.59%	8
TOTAL		29

Q38 How many monthly evaluations do your Rehab Technology Suppliers complete, on average?

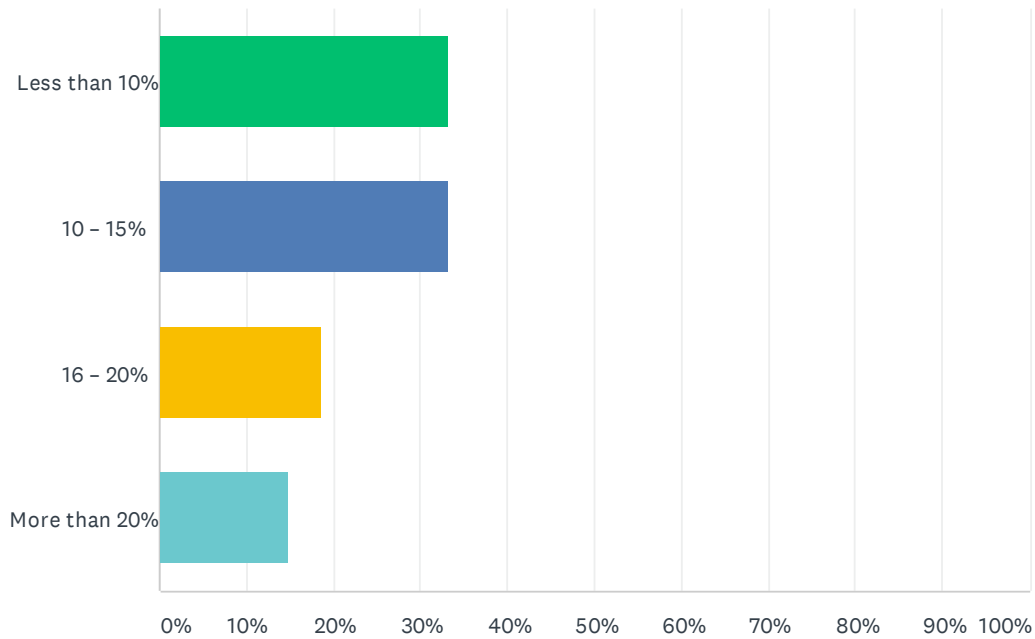
Answered: 29 Skipped: 96



ANSWER CHOICES	RESPONSES	
Less than 20	41.38%	12
20 - 30	44.83%	13
31 - 40	6.90%	2
More than 40	6.90%	2
TOTAL		29

Q39 What is your month-end work in process as a percentage of annual revenue (in dollars)?

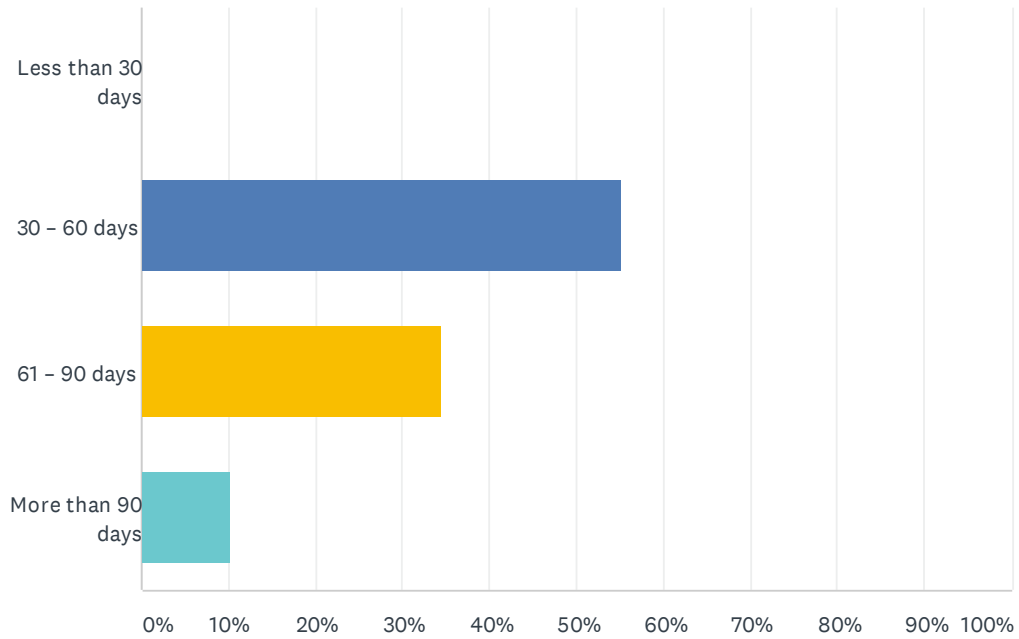
Answered: 27 Skipped: 98



ANSWER CHOICES	RESPONSES
Less than 10%	33.33% 9
10 - 15%	33.33% 9
16 - 20%	18.52% 5
More than 20%	14.81% 4
TOTAL	27

Q40 On average, how much time does it take from evaluation to delivery?

Answered: 29 Skipped: 96



ANSWER CHOICES	RESPONSES	
Less than 30 days	0.00%	0
30 - 60 days	55.17%	16
61 - 90 days	34.48%	10
More than 90 days	10.34%	3
TOTAL		29

Q41 Thank you for participating. To receive the tabulated results to this survey and also be entered into the drawing for a FREE 2020 HME News Business Summit registration, please enter your email address below. The results will be emailed to you in late September.

Answered: 102 Skipped: 23