



### Right to have a plan for oxygen availability in the event of a power outage

Work with your oxygen company to make a backup plan in case your power goes out.



### Right to make a complaint

Many patients report that they do not receive the service or oxygen that they are supposed to receive. There are a few options for addressing complaints.

- You can file a complaint with your oxygen company. If you make a complaint to your oxygen company, they must let you know that they have received your complaint within 5 days. Your company must answer your complaint in writing within 14 days.
- You can participate in a process called "Immediate Advocacy." This process is voluntary for both the patient and the oxygen company. Learn more at [qioprogram.org/immediate-advocacy](http://qioprogram.org/immediate-advocacy).
- You can make a complaint by calling Medicare at 1-800-MEDICARE (1-800-633-4227).

### Support for you from the Pulmonary Fibrosis Foundation

The Pulmonary Fibrosis Foundation is committed to accelerating research, empowering our community, and transforming care so that everyone with pulmonary fibrosis can live a better life. Our ultimate goal is to find a cure for pulmonary fibrosis.

To learn more about how the PFF can help support you, contact the PFF Help Center at **844.TalkPFF** (844.825.5733) or [help@pulmonaryfibrosis.org](mailto:help@pulmonaryfibrosis.org), or visit the PFF online at [pulmonaryfibrosis.org](http://pulmonaryfibrosis.org).

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# Medicare Patients' Oxygen Rights



**This list of rights is for patients who have original Medicare. If you have a Medicare Advantage plan, your plan will cover oxygen but there may be differences in how they cover oxygen. Contact your plan for more information.**

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### **Right to choose an oxygen company**

You have the right to choose the company who provides your oxygen. Your doctor's office may recommend a company. You must choose a company in your area who accepts Medicare. Companies are not required to take on new patients.



### **Right to get the type of oxygen equipment that your doctor prescribes**

Your doctor will prescribe equipment like tanks, a stationary concentrator, a portable oxygen concentrator, or other items. Your oxygen company should give you the type of equipment that your doctor prescribes. Medicare will only pay for one type of portable equipment and one type of stationary equipment. You will have to pay out of pocket if you need more than one type of portable equipment or stationary equipment. Your oxygen company doesn't have to give you a specific brand. Unfortunately, in many areas of the United States, liquid oxygen is not available. Learn more about the different types of oxygen equipment at [pulmonaryfibrosis.org/oxygenfaqs](https://pulmonaryfibrosis.org/oxygenfaqs).



### **Right to get the amount of oxygen that your doctor prescribes**

Your doctor will prescribe a "flow rate" (how much oxygen per minute you need). Your doctor will also prescribe the times of day and activities when you need to use oxygen. Your oxygen company must provide enough oxygen so that you can use the right amount of oxygen at the right times. If your prescription changes, the oxygen company should change what they give you to match the prescription. Ask your doctor's office to communicate with your oxygen company to make sure that you get the new oxygen that you need.



### **Right to get instructions on using your oxygen equipment**

Your oxygen company should show you how to use your oxygen equipment and how to take care of the equipment. You should receive instructions both verbally and in writing.



### **Right to have equipment that works**

Your oxygen company should maintain equipment according to the manufacturer's guidelines. They must fix broken equipment at no cost to you.



### **Right to have your oxygen delivered and to know when it will be delivered**

Your oxygen company must deliver your oxygen equipment and refills to you. They should contact you no more than 14 days before the delivery date to confirm what you need.



### **Right to continue to receive oxygen from your oxygen company for at least five years**

After you start receiving oxygen from a company, they must continue to provide you with oxygen for at least five years, except for in a small number of situations like an emergency. You may also need to change to a different company if you move. The company must provide you with equipment, oxygen refills, maintenance, and accessories.



### **Right to be able to talk to an expert at your oxygen company 24/7**

Your oxygen company is required to provide you with access to respiratory services 24 hours a day, 7 days a week.



### **Right to know what your monthly out-of-pocket expenses will be**

You pay 20% of the Medicare-approved amount, after you meet your Part B deductible for the year. Some Medigap (Medicare Supplement Insurance) plans may help with this cost.