



Team,

Our mission at NSM is to deliver personalized solutions to individuals with mobility challenges providing independence and self-reliance to our clients; reassurance to family and caregivers; and responsive, flexible and highly professional clinical support to our referral sources.

One of the ways we support our mission is by empowering our ATPs with the clinical autonomy to recommend the appropriate equipment that best meets our clients' needs. Seat Elevation is a great example of an option we need to educate eligible clients about because it has endless physical, functional and psychological benefits.

We are reintroducing the Seat Elevation Program originally rolled out last summer with more tools, better pricing and enhanced education to better support you to fulfill our mission.

Why is Seat Elevation important to our Clients and NSM?

- Supports Our Mission. Giving clients independence and self-reliance through mobility is achieved by educating our clients about all device options, including seat elevation.
- Provides Client Choice. Regardless of financial situation, every client deserves to understand what is available for them to meet their mobility needs.
- Advocates Medical Necessity. Seat elevation is considered an accessory today by many funding sources but can arguably be considered a medical necessity. As a client advocate it is our duty to continue to take the necessary steps to support future legislation.

What to expect.

Over the next few weeks, everyone from regional leadership to all branch teams will receive communications and materials about the updated program, including; new everyday low-price parameters with competitive pricing for our clients, new online continuing education to enhance seat elevation knowledge, and collateral materials with talking points to guide conversations during evaluations.

A program kit will be sent to each branch the week of July 15. The kit contents are as follows:

- Seat Elevation Consumer Awareness Flyer (50 per ATP)
- Seat Elevation Policy & Procedures (qty 10)
- Quantum Co-Branded Seat Elevation Product Brochure (qty 25 per ATP)
- Permobil Co-Branded Seat Elevation Product Brochure (qty 25 per ATP)

All Regional Area Directors (RAD) and Clinical Business Directors (CBD) will be working with each branch leader to discuss seat elevation opportunities in their market. Our mission requires all of us working hard together to not only meet our client's needs but exceed them. Thank you for all your support and hard work in helping us achieve our goals.

Let's Get Moving,

A handwritten signature in black ink, appearing to read "John Bertone", with a stylized, flowing script.

John Bertone
Executive Vice President Operations