**Daily Operation Key Contacts for Kinex Distributors**

**Customer Contact Center – Two Divisions**

**1. Incoming Customer Contact Center**

This team receives all questions and answers or routes to the proper area. Main focuses are patients who call in for Equipment completion, Order status, Service Issues, Insurance benefits/Authorization, and Billing questions. You can email this team for mostly anything and they will direct it appropriately.

**Phone: (800) 845-6364** ext. 7330

**Fax: (888) 686-1472**

**Email**: customerservice@kinexmedical.com

*If you have any issue related to a call that would have been made to us. We can pull recordings etc*. *If you have concerns with the timeliness of response, (our goal is to respond within 1 business day) you can reach out to the lead.*

Lead: Dayna Vinson Dayna\_Vinson@kinexmedical.com Phone: (262) 521-7056

Supervisor: Lori Wichgers Lori\_Wichgers@kinexmedical.com Phone: (262) 373-2324

**2. Outgoing Customer Contact Center:**

This team completes the following responsibilities. Welcome Texts, patient benefit calls (ECP calls for Phase 1 & II Orders), Pick Up calls (he manages the scheduling of specific areas).

*If you have any questions related to timing of outgoing calls or text messages, scheduling of pick-ups (Some Areas)*

Lead: Scott Emmert Scott\_Emmert@kinexmedical.com - (262) 521-7057

Supervisor: Lori Wichgers Lori\_Wichgers@kinexmedical.com Phone: (262) 373-2324

**Order Intake:**

Questions relating to any order that gets placed into the AppServer. Customers should be directed to

submit all orders as follows:

Fax: (888) 686-1472

Email: orders@kinexmedical.com

*If you have a question or have an order that was not submitted timely, or just a procedural question please reach out to Scott.*

Lead: Scott Emmert Scott\_Emmert@kinexmedical.com – Phone (262) 521-7057

Supervisor: Amber Memmel Amber\_Memmel@kinexmedical.com – Phone (262) 521-7337

**Bracing Order Intake (Phase II Orders):**

Questions on a Phase II order flow, ordering of products, status of the order. You should use this email to get the updates specified.

**Email***:* *Intake@kinexmedical.com*

**Phone***:* (262) 521-7311

*If you need additional information about the process reach out to the team below.*

Lead: Chrystal Caltagirone Chrystal\_Caltagirone@kinexmedical.com Phone: (262) 521-7359

Supervisor: Lori Wichgers Lori\_Wichgers@kinexmedical.com Phone: (262) 373-2324

**Documentation Department - Missing Order Documentation (MOD)**

This team processes all the signed incoming patient paperwork for daily setups & MOD reports.

*Note: Please submit barcoded patient paperwork from Kinex AppServer. If the barcode is not present, please write the order ID on the signed paperwork.*

**Fax**: (866) 768-3925

**Email**: documents@kinexmedical.com **(DON’T send new orders)**

**Documentation Department - Missing Order Documentation (MOD) Continued**

*If you have questions on why an item is showing on your MOD if it was submitted or not, If you already submitted it and you are unsure why it’s still open she can assist. Questions related to Auto send reports*

*for open MODS.*

Lead: Chrystal Caltagirone Chrystal\_Caltagirone@kinexmedical.com Phone: (262) 521-7359

Supervisor: Lori Wichgers – Lori\_Wichgers@kinexmedical.com - (262) 373-2324

**Authorization Department**

Initial Questions should be sent to CustomerService@kinexmedical.com

*This department handles questions related to auth requirements, coverage, estimated out of pocket cost to patient, worker’s compensation, and document requests. If you are not getting a timely response from the Customer Contact Center you can utilize this contact.*

Lead: Krysta Marquardt Krysta\_Marquardt@kinexmedical.com Phone: 262-521-7368

Supervisor: Amber Memmel Amber\_Memmel@kinexmedical.com - Phone (262) 521-7337

**Billing Department**

Initial Questions should be sent to CustomerService@kinexmedical.com

*This department handles any billing escalations, however they may need to work with a few external vendors to answer your question. This department handles refunds, fee schedules, disputes, and billing adjustments.*

*If you are not getting a timely response from the Customer Contact Center you can utilize this contact.*

Supervisor: Amber Memmel Amber\_Memmel@kinexmedical.com - (262) 521-7337

**Inventory Requests Purchase or Rental Items**

You can utilize this team for the status of orders submitted via the online form, quality issues with products, available inventory, stock & bill counts, rental equipment collision issues within the AppServer.

Rental equipment (e.g., CPM, ThermoComp) orders

Non – rental product, Soft goods, cold purchase, marketing literature, and any setup paperwork

**Online Order Form**: [Online Order Form](https://distributors.kinexmedical.com/distributors/orderform1.html)

**Department Email**: warehousing@kinexmedical.com **(Do not send orders to this email)**

**Department Phone:** (262) 521-7290

*If you have any concerns with submissions or follow up of items above you can utilize this contact.*

Supervisor: Lori Wichgers Lori\_Wichgers@kinexmedical.com Phone: (262) 373-2324

**Rental Equipment Repair** (Do not send patients to this number.)

Any question relating to the rental equipment we have within the Kinex product line, CPM’s, Tcomps, etc.

*Call this number If the machine has error messages or is malfunctioning*

**CPM’s**: (262) 521-7307

**ThermoComp/Pulsar**: (262) 521-7218

Supervisor: Brian McDowell Brian\_McDowell@kinexmedical.com – (262) 521-7307

Manager: Angela Waranka Angela Waranka Phone: (262) 521-7365

**Additional Department Contact Information for Kinex Distributors**

**Compliance**

*Accreditation, licensing, patient incidents, policies & procedures*

Contact: Leann\_Wilhelm@kinexmedical.com - (262) 521-7338

**Human Resources**

*Benefits, personnel, recruiting and onboarding questions*

Contact: humanresources@kinexmedical.com

**Kinex Connect**

*New Physician onboarding, KOOS Survey questions, questions regarding the data of the KCK,*

Contact: kinexconnect@kinexmedical.com

**New Product Requests**

*New Product Brand (existing HCPC) Request will require 2 weeks to process*

*New Product Brand (new billing HCPC) Requests will require 3 weeks to process*

*If requesting new product, please provide the following information on the form request:* [*New Product Form Request*](https://app.smartsheet.com/b/form/93b3dbd7257340ba96b3a359475ab869)

* *Name of product*
* *Manufacturer/Vendor*
* *Targeted Physicians*
* *Expected Monthly Usage*
* *Need for new product*

Contact: Angela Waranka - Angela\_Waranka@kinexmedical.com - (262) 521-7365

**Existing Product Coding / Documentation Questions**

*Product coding questions and documentation coverage questions*

Email: billing@kinexmedical.com

Patient Access Supervisor: Amber Memmel - Amber\_Memmel@kinexmedical.com - (262) 521-7337

**Payor Contracting Department**

*In-depth (non-patient-specific) questions about insurance and/or payer participation or status.*

Email: contracting@kinexmedical.com

Contact: Patty\_Donndelinger@kinexmedical.com - (262) 521-7352

**Reporting / Data Analytics**

*Questions on existing reporting, setting up new reports, and changing existing reporting subscriptions*

Contact: businessintelligence@kinexmedical.com

**Technical Support**

*Technical support of Kinex data systems including AppServer, E-mail, and online documentation.*

Contact: techsupport@kinexmedical.com – (262) 521-7370 or (800) 845-6364 x7370

**VA Accounts**

*Account assistance and/or setup, pricing and process questions.*

Contact: Amber\_Memmel@kinexmedical.com - (262) 521-7337