



## FAQs For Pharmacists

### **What about a refund?**

We offer a 30-day, no questions asked, device refund if you feel this program is unsuitable for your business. The box must be unopened.

### **What about a refund if the patient claims it doesn't work?**

If it is mutually agreed that there are ZERO changes during a patient's four-week reassessment exam, we recommend discontinuing therapy and refunding all or a portion of the cost of the device to the patient. Please note the infrared device must be returned in the exact condition received.

### **What is the Neuropacalm Care Plan screening?**

The Neuropacalm Care Plan screening utilizes the Toronto Scoring System (7 sensation tests for peripheral neuropathy as well as neurological, orthopedic, muscular, and cardiovascular function tests).

### **Who can perform the Neuropacalm Care Plan screening?**

Any member of your staff who provides direct patient care services may administer the Neuropacalm Care Program screening.

### **Why is screening important?**

A meaningful assessment and exam creates trust between your business and patients/caregivers, leading to greater enrollment and results. Moreover, the scores gathered establish a baseline of data to contrast with information collected during program reassessments at four, eight, and 12 weeks.

### **What training is available for my team?**

Online assessment training is available, and 1:1 training is available via Zoom for a modest fee. Access to a comprehensive website with marketing materials and assessment forms, FAQs for patients, patient testimonial videos, and patient explanation videos is also available.

### **How will my pharmacy benefit from selling the Neuropacalm Care Plan?**

As a pharmacist, you have specialized knowledge and medical data regarding type 2 diabetes and neuropathy crucial to suitable patient selection. By choosing the ideal candidates for treatment, you'll ramp up revenues while enhancing customer engagement and loyalty.

### **Which patients are finding the most success with the device?**

People living with diabetes and sensation losses of less than 50% are the most common and will predictably improve.



### **Does Medicare cover the Neuropacalm Care Program?**

There is the potential for some Medicare reimbursement for pharmacists with a registered medical professional on staff.

### **Why can pharmacies and convenient care centers charge less than chiropractors?**

Chiropractors spend hundreds of dollars per patient each month in acquisition costs, which get rolled into the services offered at their facilities. But pharmacists remain at a distinct advantage when providing affordable and timely care because diabetic neuropathy patients and their caregivers already frequent your establishment, meaning little to no acquisition costs.

### **What's included in the Neuropacalm Care Kit?**

One infrared device and two nitric oxide starter packs, including 10 capsules and two test strips.

### **What is the average resale price?**

We recommend not going below \$1,500, and many clinics will charge up to \$2,000.

### **How long does it take for the device to arrive if purchased domestically?**

1-3 business days via Priority Mail Flat Rate boxes. Multiple unit orders are shipped via UPS and take 1-5 business days.

### **Is there a warranty on the device?**

One year

### **Where are the devices manufactured?**

California

### **Do you sell online direct to the consumer, or are prices available online?**

No, and website access is tightly controlled through NPI and license verifications.

### **Is this sold by chain store RX?**

We have made the Neuropacalm Care Plan exclusively available to independent pharmacies looking to ramp up their profits and nurture better customer relationships.

### **Is the product sold stand-alone?**

The Neuropacalm Care Program device is *not* sold as a stand-alone device because research shows that peripheral neuropathy responds best to a multi-pronged approach involving our infrared device coupled with high-quality nitric oxide supplementation and your professional involvement.



### **Is everyone a candidate? If not, who are the best candidates?**

The best candidates for the Neuropacalm Care Program typically have type 2 diabetes and exhibit some of the following symptoms: pain, decreased sensation, pins and needle feelings, tingling, or some degree of numbness in the lower legs and feet.

### **Can in-clinic treatments be offered or blended with at-home care?**

The Neuropacalm Care Program is custom designed for in-home use, and you will provide patients with everything they need to complete the program effectively. Appointments scheduled at the four-, eight- and 12-week markers allow your facility to hold patients accountable while measuring outcomes.

### **Why is the device superior to other similar devices?**

The Neuropacalm Care Program represents the culmination of field experience gathered from the frontlines of patient care. Experienced practitioners in cooperation with optical, electrical, software, and mechanical engineers have collaborated to offer solutions through its design, which meet industry-wide usability, capability, and reliability measures.

### **What are reasonable time frames to see patient improvement?**

Some patients report specific improvements in sensation or pain reduction after just one use of the Neuropacalm device. To access the full range of possible results, however, we recommend a 12-week-long treatment program with the device and lifetime nitric oxide supplementation.

### **Is the device battery-operated or electric?**

The unit operates on 110-240 volts through a supplied power pack

### **Can the device be used overseas?**

Yes, the Neuropacalm device uses a switching power supply and is designed for in-home use. It provides patients with everything they need for daily treatment and is *not* location dependent, apart from follow-up assessments.

### **What does the device do?**

The Neuropacalm device contains light-emitting diodes (LEDs) embedded in a hard case slipper. When placed in contact with the skin in areas of pain and numbness, the infrared energy is cleared to increase blood flow to the affected area, contributing to improved nerve function and pain relief.

### **How far does the light penetrate?**

Infrared light penetrates up to 40mm into the inner layers of skin, muscles, nerves, and bones. The therapy is safe and effective, without adverse side effects, and is utilized in neonatal intensive care units to treat infants.

**What will the patient feel?**

Most patients report infrared therapy as neutral (i.e. no tactile sensation), with a smaller subset of patients noting a mild warming sensation. Other symptoms occasionally associated with infrared treatment may include increased sweating during or after treatment and some localized temporary skin redness.

**Why can't I see all the diodes illuminated?**

Infrared diodes appear invisible to the human eye, while red is clearly visible. Neuropacalm deploys both types.

**What should you do if the patient has a high arch?**

Patients with a high arch need to ensure their heel is to the rear of the unit. A sensor detects the presence of the foot or hand/arm and is located about where the arch would be.

**Are financing options available?**

Many third-party companies, such as Care Credit and Ally Bank, offer patient financing. This is an effective way to enroll patients with financial challenges.

**Is there a minimum purchase amount?**

There is no contract or MOQ and a minimum of one unit can be ordered after the client enrolls in the program and pays a deposit or the full amount. With success, you will understand the benefit of having a few units and boxes of nitric oxide boosting capsules readily available for patients.

**What should pharmacists know about DIR fee changes in 2024?**

In January 2024, the Centers for Medicare & Medicaid Services (CMS) will eliminate PBMs' retroactive application of DIR fees, translating into Rx reimbursement updates, process revisions, and the need to retrain staff. Fortunately, these changes will not impact the Neuropacalm Care Program or the revenues your pharmacy will generate partnering with us.