

## Overview

**MMS has one priority: bringing our customers value based on our expertise in healthcare product management. MMS's Customer Connection connects you to all the data and expertise that empowers us to help you. Customer Connection is your link to the data and services you need so you can focus on your priority – Patient Care.**

### Experts in Servicing the Entire Continuum of Care in Institutional and Office Settings

- A proven track record of supplying product and services to all markets across the healthcare spectrum
- Experience servicing, integrating and tracking not only customers with multi-sites, but customers with multiple Provider missions (e.g., IDNs, ACOs)
- Breadth of products support both unique market needs and enable consistency across multiple points of care
- Authorized distributor for most major GPOs in all classes of trade



### Experts in Distribution: Efficiently Acquiring, Delivering and Managing Inventory

- Assessing and streamlining the total supply chain: manufacturer to end-user
- Optimizing technology
- Outsourced project and logistics solutions
- National network of distribution centers

### Our Team: Trained, Experienced and Dedicated to Proactively Partner with Customers

- Front Line Sales
- Customer Service
- Distribution Center
- “Hands-on” Management
- Provider Channel Experts

### Our Commitment to Customer Specific Solutions

- Delivery Models
- Reporting/Savings Analysis
- Formularies

**MMS's commitment to customers, and our proven ability to evolve with them for continual improvement, is evidenced by the longevity of our customer relationships. We have been servicing many for over 20 years. MMS delivers on our commitment to excellence.**



## Distribution Services

Using MMS logistics expertise to optimize process efficiencies at every provider site.

### Product Service Models: EVERY site is different.

- **Bulk**

Traditional delivery in cartons or cases. Ideal for sites with a need to keep quantities on-hand

- **Low Unit of Measure (LUM)**

A service model specifically designed for complex, high volume cost centers, with space restrictions and EDI connectivity. With LUM, inventory and management of supplies is outsourced to MMS and customers receive daily replenishment, in order to maintain 48 - 72 hour par levels.

- **Hybrid**

Uniquely, MMS experts work with customers to determine the most cost effective, and staff friendly solution, for each cost center and each site. MMS can implement a custom solution providing both Bulk and LUM service within a facility, specific to departmental needs.

- **Cross-Docking**

A service that allows our customer to use our distribution centers to receive and aggregate products not purchased from MMS.

- **Inventory Management**

Software that works with any delivery model to track and control usage, simplify ordering, capture patient specific charges, and generate custom reports.

**On-Site Materials Management: The often unrecognized cost of product is the time spent, particularly by clinical staff, managing product...not patients.**

### Ordering Alternatives

- Phone/Fax
- MMS Website - Internet ordering is fast and easy: Your pricing, your shopping list
- EDI
- Healthcare Intermediaries, e.g., GHX

### Order Tracking, Status, History

- Receive regular, actionable reports on your key measurements.
  - Management Summaries
  - Multi-Site Aggregation
  - Detailed Spend Data, Sorted by Site, Vendor or Product Category
  - Drive Standardization



## Distribution Services

### Order Tracking, Status, History con't

- Every customer can visit our password protected website to:
  - Check Order Status
  - View Proofs of Delivery (P.O.D.s)
  - View and Download Order History
  - Explore Product Alternatives or Shop for New Needs

### Receiving/Inventory Management

- Interface with your system: invoices and packing slips show your item numbers
- Incorporate bar-coding and PAR levels for both inventory management and charge capture
- Three-way electronic match for purchase order/receiver/invoice.

### Organizing Your Storerooms

MMS core competency is distribution logistics. We can help you organize your storerooms so that you have what you need, can find it when you need it, and know when to replace it. We can assist with bar-code technology and PAR levels, or basic organization.

### In-House Warehousing

If you have your own warehouse, or are considering one, MMS Logistics experts can help you assure that you optimize your processes and accurately capture all the operational costs.

Or, you can out-source your warehouse to MMS. Use our experienced team and state-of-the-art systems to get out of the infrastructure management business, and see measurable savings while maintaining the control and customization you need.



## Stockless/Low Unit of Measure Service

**Location specific, outsourced, just-in-time inventory management. Daily replenishment for high product usage areas with minimal storage.**

### Low-Unit-of-Measure (LUM) Customers Receive:

- An in-depth facility financial and logistics analysis as to which locations can be serviced most efficiently by daily replenishment in totes or in a more traditional, bulk, delivery model. Most facilities require a “hybrid” system, which MMS is uniquely able to support.
- Totes delivered daily with products ordered the previous day
- 99%+ fill rate
- 99%+ picking accuracy
- 5 day delivery (more if necessary)
- Products delivered in the unit of measure it will be used in (saving cost of excess packaging, unneeded inventory and staff time)
- Elimination of need for a large product storage area
- Elimination of concerns about outdated or obsolete inventory
- Significantly reduced cost of inventory on hand
- Frequent and detailed reporting

### Requirements for LUM

- EDI capability
- Customer's Management and IT commitment to partnering

### Track Record of Savings and Reliability

- MMS has been providing LUM service to many customers for more than 10 years
- Fulfill more than 25,000 Low-Unit-of-Measure lines per day
- References upon request

### Cost of LUM

As with all MMS services, MMS will work with each organization to develop a custom plan that reflects a facility's payment preferences as well as the best quantifiable ROI. Common service fee models include:

- Activity Line fee
- % of product price
- Monthly fixed administrative fee

### LUM Implementation

MMS's extensive experience in the implementation of LUM service guarantees a transition that does not impact patient care. Our unique project management template assures full implementation, including staff training, in less than 90 days when transitioning from a traditional stocking model and less than 60 days when converting from another LUM program.



## Medical Equipment and Staging

Renovations, new construction, upgrades or EMR compliance, MMS saves you time and money.

### Working with Clinicians, Architects, Designers, Facilities Team, Administration to Identify Alternatives

- Budget development
- Evaluate product options
- Assure clinical standards, regulatory requirements and facility restrictions are all addressed

### Negotiating Pricing

- Access and compare GPO pricing
- Preferred Partner with leading medical equipment suppliers
- Member of Distributor Co-op for purchasing leverage
- Understand total utilization cost and ROI

### Staging

- Central point of delivery: whether purchased through MMS or not
  - Consolidate deliveries when you are ready

### Installing

- Schedule manufacturer's install teams to coordinate with physical delivery

- For items not requiring manufacturer assembly, provide a trained team to assemble and install on site
- When MMS leaves, you are ready to serve patients: area is clean, staff are trained, equipment tested

### Billing

- Accurate, consolidated billing
- Electronic invoicing and remittance

### Call MMS for:

- Diagnostic Equipment
- Exam and Procedure Room Chairs, Tables, Stools, IV Poles, Scales, Cabinetry
- Beds, Mattresses, Overbed Tables
- Carts and Transport
- Storage Units and Shelving
- Full Lines of Bariatric and MRI Safe Equipment
- Patient Aids: Walkers, Wheelchairs, Lifts, Commodes

### Special Projects: Moving, Storing, Staging

When you are doing a major relocation, integrating an acquisition or have an opportunity to acquire something you are not quite ready for, MMS can take the pain out of your project. We will guarantee that it will go smoothly, meets your deadline and is cost effective.



## Emergency Preparedness

**Disasters: Biological, Environmental, Terrorism. You need to be ready! MMS's core competency is getting product where it is needed and when it is needed. As critical suppliers to healthcare providers, MMS is your first responder!**

### **MMS will work with your team to:**

- Establish key contact methodology and protocols
- Define "standing orders" in case of communication failure
- Identify, quantify and store your emergency supply requirements

### **Business Continuity**

MMS has a track record of being there for our customers. Whether it is major events like 9/11 or Katrina, local weather, fires or floods, MMS can assure you have what you need to provide care. MMS's ability to support you through crisis situations starts with helping you anticipate your needs. MMS assists in:

### **Defining Your Needs for Potential Events**

- Formularies
- Contact lists
- Back-up plans

### **Identifying your Storage and Delivery Needs**

- Quarantined inventory
- Standing orders

### **Developing Communications Plans**

### **Off-Site Storage/ Emergency Reserves**

MMS warehouses are safe, clean, insured and staffed by a team that knows how to handle all medical supplies. Whether you need temporary or long term secure storage, MMS can be your solution. In addition, MMS can pick up, deliver and, if necessary, quarantine, monitor and rotate date-sensitive materials.

### **Partners with the Community**

MMS works with the whole community to respond to crisis situations:

- Established interfaces with Federal, State and Local emergency teams – including Homeland Security
- Distribution centers are located in accessible central geographic areas
- Provide logistics support to other healthcare suppliers and serve as a staging area for dissemination of critical supplies like food and water



## Supply Management Technology

**MMS offers technology solutions, but our goal is for customers to use the most efficient technology for them: MMS will interface to most major industry software and ERP systems.**

### MMS Proprietary Systems

**Quick Order** - Order off your designated formulary and submit electronically. As simple as checking off an order form and faxing.

**Online Ordering** - Web based ordering programs that in addition to easy ordering, allow management controls and a variety of real time information and reporting.

**uCommand®/O.R.I.O.N.** - Bar-code based inventory and charge capture system software.

**High Value Inventory Management Systems** - Systems that track inventory of small and expensive items

- Sutures = SutureTrac
- Operating Room Supplies

### EDI Capabilities

Within the EDI interface, we conform to the ANSI X12 standards. We are able to provide you with a number of transaction files such as:

- 810 – Electronic invoice
- 832 – Price/Sales catalog
- 850 – Purchase Order
- 855 – Purchase Order Acknowledgement
- 856 – Advanced Shipping Notice

MMS has the ability to electronically transmit a standard outbound Advanced Shipping Notice (856) directly into your current materials management system. The ASN contains all pertinent information required to conduct a bar-code receipt process, including a parcel number ID that corresponds to the bar code printed on the parcel and/or tote-shipping label.

### Interfaces

MMS has interface capabilities to most healthcare operating systems, including Lawson, Oracle and closed cabinet modules like Pyxis and Omnicell. We also can accept and bill orders through intermediary portals like GHX.

### Reporting

All of our reporting can be compiled and sorted to any specification and transmitted electronically.



## Data Analysis & Contract Management

**Custom, Aggregateable, Timely and Actionable Information**

### Actionable Data

#### Empowers Materials Management Staff

- Sets measurable goals
- Assures capture of all earned revenue
- Monitors compliance, at the department level, of purchasing initiatives

#### Reports Clearly Convey Purchasing Patterns

- Contract utilization
- Purchasing trends: by category, manufacturer, location and cost center

### Communication and Accountability

- A Wide range of “Standard” reports (at macro and micro levels)
  - Utilization Reports (totals by vendor, contract, product category, item number)
  - Comparison Reports (like products compared for price & respective usage)
- Custom Reports
- Contract Expiration Notices
- Item Master Cross Reference to customer numbers, MMS numbers and manufacturer's numbers.
- Vital Industry-Wide Notifications:
  - Recalls
  - OIG Vendor Restrictions (unbillable for Medicare/Medicaid)
  - Product Availability Issues

- Valued MMS Customer Communications
  - Holiday closings/delivery changes
  - Special product pricing opportunities
  - CPT Codes

### Available Reports

- Price Discrepancy Reports
- Back-Order Reports
- Fill-Rate Reports
- Invalid Item Reports
- Quantity Jump Reports
- Contract Expiration Reports
- Usage Reports
- Invoice Reports
- Savings Reports
- Manufacturer Rebate Reports
- HPIS Reports
- Formulary Compliance Reports





## Locations

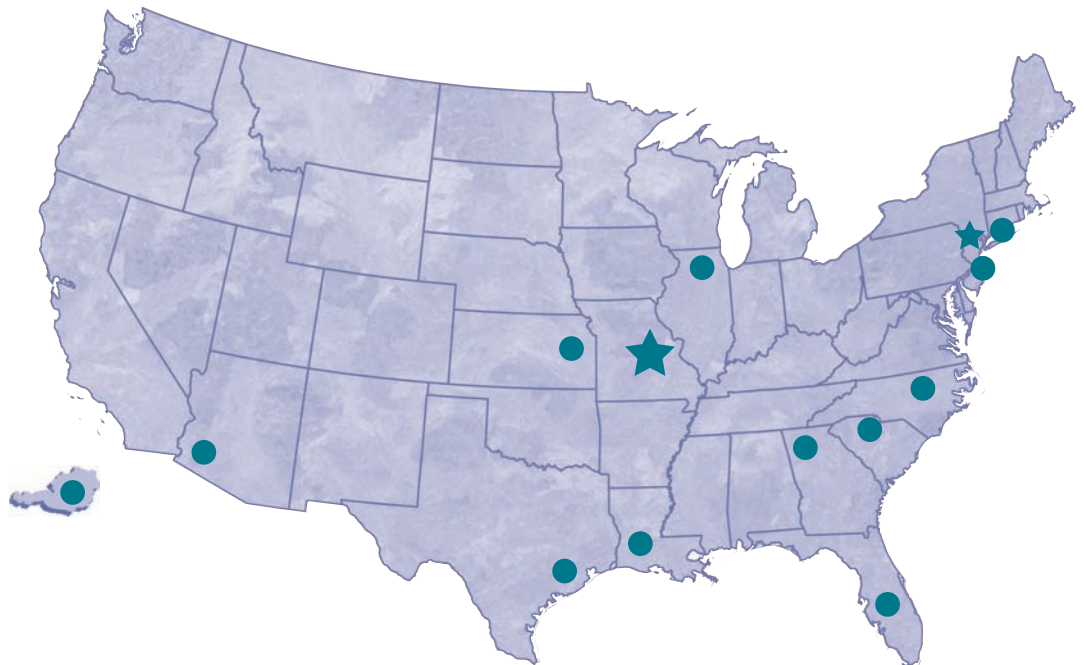
### Headquarters

13400 Lakefront Drive  
Earth City, MO 63045  
Phone: 314-291-2900  
Toll Free: 800-736-2115  
Customer Service  
Phone: 800-473-2332  
Fax: 800-352-1778

### Regional Office

#### New York

145 Huguenot St., Ste. 108  
New Rochelle, NY 10801  
Phone: 914-819-1100  
Hospital: 800-585-8882  
Fax: 914-738-9568  
Extended Care: 800-221-0850  
Fax: 914-738-4536



### Locations

#### Arizona

2229 East Magnolia St.  
Phoenix, AZ 85034  
Phone: 602-306-1722  
Cust. Service: 800-777-2634  
Fax: 602-306-1787

#### Connecticut

8 Progress Drive  
Manchester, CT 06042  
Phone: 860-647-9728  
Cust. Service: 866-235-1799  
Fax: 860-647-1463

#### Florida

1575 Aviation Ctr Pkwy #525  
Daytona Beach, FL 32114  
Phone: 386-252-9960  
Fax: 386-252-9961

#### Georgia

160 Westwind Ind Blvd SW  
Calhoun, GA 30701  
Phone: 706-625-5231  
Cust. Service: 800-625-5231  
Fax: 706-625-1889

#### Guam

165-E Guerrero St.  
Harmon Industrial Park  
Tamuning, GU 96913  
Cust. Service: 671-922-2700  
Fax: 671-922-6967

#### Illinois

2545 S. 25th Ave.  
Broadview, IL 60155  
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Fax: 708-344-7134

#### Kansas

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#### Louisiana

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#### North Carolina

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Raleigh, NC 27607  
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#### New Jersey

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