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VGM CPAP Fulfillment program expands (literally)

WATERLOO, Iowa – The VGM Group’s CPAP Fulfillment program, which rolled out less than a year ago, is already serving more than 200,000 members’ patients and is physically expanding to handle the increased business.

“Sleep apnea business keeps growing, and VGM Fulfillment offers a way for our members to work smarter, not harder,” says Jeremy Stolz, program director.

VGM Fulfillment was created to help providers save staff time and reduce inventory, which directly affects their bottom line. It also ensures that CPAP patients receive masks, tubing head gear, filters and other equipment in a timely manner.

“This was just the solution we needed. We wanted to tap into the sleep supply replacement opportunities within our existing customer base, but didn’t want to commit the additional resources to warehouse space, inventory capital and additional staff to service the order fulfillment,” explains Andrew Miller, president of Quality Healthcare Equipment (Arlington Heights, IL).

“VGM offers the products, capacity and seamless integration with medSage. We’ve grown our sleep supply revenue by almost 80 percent this year in a very simple, quiet way.”

Orders can be placed on a new “more user-friendly” online form, via Electronic Data Interchange, other electronic file transfer options or medSage, a VGM contracted vendor.

“The program is very professional and easy to work with. We have complete confidence in their ability to take care of our patients’ CPAP supply needs,” says Andrea Jacobson, a CPAP care nurse for VGM Member ProvidaCare in Austin, Texas.

Shipping labels reflect the provider’s (not VGM’s) return address, and new value-added features include:

- Provider logos can be added to the packing slips.

- Patients will be notified via e-mail when items are shipped, so they can track the package.

- Collateral material such as newsletters, coupons or postcards can be inserted into a shipment. Items can be shipped to VGM Fulfillment or printed by VGM.

“The goal is to make it appear as though the package is coming from the provider,” Stolz adds.

Primary shipping methods are FedEx Home Delivery and USPS Priority, and the average transit time is two days.

Additional staff has been added to accommodate the increased business, and more walls are coming down in the building that houses the operation.

For more information, check out www.vgmfulfillment.com, e-mail vgmfulfillment@vgm.com or call 1-800-969-1213.