



**Our strength** is in  
**our numbers.**

GROUP HEALTH SERVICES



ORDER ACCURACY

99.8%

FAST, COMPLETE DELIVERY

3-4 days

average time from  
referral to delivery

## DMEPOS

Durable Medical Equipment, Prosthetics and Orthotics,  
Supplies

Getting the right equipment at the right time shouldn't be complicated. HOMELINK simplifies DMEPOS coordination with a clinically guided, **patient-centered** approach, managing each referral with accuracy and seamless delivery so nothing gets missed.

**Proactive oversight:** We actively manage referrals, confirm continued equipment use, initiate stop-bills, and ensure cost efficiency.

**Strong provider and manufacturer partnerships:** Our direct contracts with top U.S. manufacturers and providers mean better pricing, faster response times, and better service in urgent situations.

**Smart behind-the-scenes support:**

- Cost containment through network and manufacturer relationships
- Auto-ship prevention through ongoing need confirmation
- Follow-up to confirm satisfaction and fit/function

**HOMELINK makes getting the care you need simple and stress-free.**

We work closely with your plan to ensure you receive the right equipment and supplies with no surprises. Our team double-checks every detail to prevent errors and keep things hassle-free. We stay in touch to confirm what you need, avoid delays, and make sure your experience is positive from start to finish.



When it comes to DMEPOS, network matters. HOMELINK's easily accessible, high-quality provider network means your members get the right equipment from the right source every time.

**Explore our DMEPOS network:**

[grouphealth.vgmhomelink.com](https://grouphealth.vgmhomelink.com) | 800-482-1993

# Home Health

Delivering the **right level of care at the right time** helps individuals receive the services they need at home. Our oversight ensures that care is provided as prescribed and supports both physical and emotional recovery.

**Clinical oversight and acuity levels:** HOMELINK is the only provider with a proprietary acuity system that assigns each patient a personalized clinical review cadence, monitored by on-site nurses at no additional fee.

**Vetted provider network:** Only credentialed, thoroughly vetted professionals enter the patient's home, giving peace of mind to patients and insurers alike.

**Comprehensive services:** Beyond skilled nursing, HOMELINK coordinates:

- Infusion therapy and wound care
- Physical, occupational, and speech therapy
- Home health aide support

**Multi-touchpoint review:** Every case is reviewed by reauthorization specialists and clinical peer review nurses to confirm medical necessity and flag changes in patient status.

**Cost savings:** Our clinical oversight steps down care levels as patients improve and catches complications early, reducing the risk of costly hospitalizations.



Unnecessary hospitalizations can significantly increase healthcare costs, but HOMELINK's clinical oversight and peer review process often results in savings.

**See what proactive oversight can save you :**

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MEMBER SATISFACTION  
SCORE

**9.8/10**

Our members consistently rate their home health experience as near-perfect.

NET PROMOTER SCORE  
(NPS)

**59.1**

This customer loyalty metric is over 2x the industry average.



## REFERRAL SUCCESS RATE

**98%**

## QUICK STAFFING

**<24 hrs** **<48 hrs**  
urgent referrals      standard referrals

# Transportation Services

When members face challenges getting to medical appointments, HOMELINK steps in to manage every detail of transportation and lodging. This ensures members get the **coordinated, end-to-end support** they need to arrive prepared and supported.

- **End-to-end coordination:** Ground or air transport, lodging, and rental cars — all managed start to finish.
- **Responsive national network:** Direct partnerships support quality and flexibility, even in hard-to-staff areas.
- **Rideshare integration:** Real-time Lyft scheduling with automated trip updates is available for those patients who are more mobile.
- **Smart scheduling:** Automated outreach confirms and reschedules rides, reducing no-shows.



Getting members where they need to go shouldn't be complicated. HOMELINK's end-to-end transportation coordination makes it easy, handling every detail so your members arrive on time, stress-free, and ready for care.

**See how we simplify the member experience:**  
[grouphealth.vgmhomelink.com](https://grouphealth.vgmhomelink.com) | 800-482-1993

**We're here for good.**