



# A NEW STANDARD OF CARE

*Patient Focused. Partnership Driven.*



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# OVERVIEW

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Encore Surgical Supplies streamlines compliance, enhances efficiency, and improves outcomes for both patients and providers.

The Partner Portal allows real-time tracking of orders and deliveries, saving providers time, while home-delivered dressings boost patient compliance and healing.

This all-in-one solution maximizes efficiency and improves care.



01

**Compliance at the Core**

02

**Premium Products**

03

**Patient Outcomes & Experience**

04

**Turnkey Solution**

05

**Revenue Boost**

06

**Encore Partnership**



# CMS COMPLIANCE



## WOUND CRITERIA

- ☒ Full thickness wound with light to moderate exudate
- ☒ Wound has stalled in healing

### Article

## Surgical Dressings - Policy Article

A54563

Expand All | Collapse All



### QUALIFYING WOUND

Surgical dressings are covered when a qualifying wound is present. A qualifying wound is defined as either of the following:

- A wound caused by, or treated by, a surgical procedure; or
- After debridement of the wound, regardless of the debridement technique.

The surgical procedure or debridement must be performed by a treating practitioner or other healthcare professional to the extent permissible under State law. Debridement of a wound may be any type of debridement (examples given are not all-inclusive):

- Surgical (e.g., sharp instrument or laser)
- Mechanical (e.g., irrigation or wet-to-dry dressings)
- Chemical (e.g., topical application of enzymes) or
- Autolytic (e.g., application of occlusive dressings to an open wound).

### DOCUMENTATION CHECKLIST

Refill Request

Items Were Obtained in Person at a Retail Store	Written Refill Request Received from the Beneficiary	Telephone Conversation Between Supplier and Beneficiary
<input type="checkbox"/> Signed Delivery Slip <input type="checkbox"/> Beneficiary's name <input type="checkbox"/> Date <input type="checkbox"/> List of items purchased <input type="checkbox"/> Quantity received <input type="checkbox"/> Signature of person receiving the items	<input type="checkbox"/> Name of beneficiary or authorized rep (indicate relationship) <input type="checkbox"/> Description of each item being requested <input type="checkbox"/> Date of request <input type="checkbox"/> Quantity of each item beneficiary still has remaining <input type="checkbox"/> Request was not received any sooner than 14 calendar days prior to the delivery/shipping date <input type="checkbox"/> Shipment/delivery occurred no sooner than 10 calendar days prior to the end of usage for the current product	<input type="checkbox"/> Beneficiary's name <input type="checkbox"/> Name of person contacted (if someone other than the beneficiary include this person's relationship to the beneficiary) <input type="checkbox"/> Description of each item being requested <input type="checkbox"/> Date of contact <input type="checkbox"/> Quantity of each item beneficiary still has remaining <input type="checkbox"/> Contact was not made any sooner than 14 calendar days prior to the delivery/shipping date <input type="checkbox"/> Shipment/delivery occurred no sooner than 10 calendar days prior to the end of usage for the current product

Delivery Documentation

Direct Delivery	Shipped/Mail Order Tracking Slip	Shipped/Mail Order Return Post-Paid Delivery Invoice
<input type="checkbox"/> Beneficiary's name <input type="checkbox"/> Delivery address <input type="checkbox"/> Quantity delivered <input type="checkbox"/> A description of the item(s) being delivered. The description can be either a narrative description (e.g., lightweight wheelchair base), a HCPCS code, the long description of a HCPCS code, or a brand name/model number. <input type="checkbox"/> Quantity shipped <input type="checkbox"/> Tracking slip <input type="checkbox"/> References each individual package <input type="checkbox"/> Delivery address <input type="checkbox"/> Package ID number <input type="checkbox"/> Signature of person accepting delivery <input type="checkbox"/> Date shipped <input type="checkbox"/> Relationship to beneficiary	<input type="checkbox"/> Shipping Invoice <input type="checkbox"/> Beneficiary's name <input type="checkbox"/> Delivery address <input type="checkbox"/> A description of the item(s) being delivered. The description can be either a narrative description (e.g., lightweight wheelchair base), a HCPCS code, the long description of a HCPCS code, or a brand name/model number. <input type="checkbox"/> Quantity shipped <input type="checkbox"/> Date shipped <input type="checkbox"/> Signature of person accepting delivery <input type="checkbox"/> Relationship to beneficiary <input type="checkbox"/> Delivery date	<input type="checkbox"/> Shipping Invoice <input type="checkbox"/> Beneficiary's name <input type="checkbox"/> Delivery address <input type="checkbox"/> A description of the item(s) being delivered. The description can be either a narrative description (e.g., lightweight wheelchair base), a HCPCS code, the long description of a HCPCS code, or a brand name/model number. <input type="checkbox"/> Quantity shipped <input type="checkbox"/> Date shipped <input type="checkbox"/> Signature of person accepting delivery <input type="checkbox"/> Relationship to beneficiary <input type="checkbox"/> Delivery date

NOTE: If a supplier utilizes a shipping service or mail order, suppliers have two options for the DOS to use on the claim:

- Suppliers may use the shipping date as the DOS. The shipping date is defined as the date the delivery/shipping service label is created or the date the item is retrieved by the shipping service for delivery. However, such dates should not demonstrate significant variation.
- Suppliers may use the date of delivery as the DOS on the claim.

All of the Following Criteria Are Met:

- ☐ The medical records confirm that the surgical dressings are required for one of the following reasons:
  - ☐ The treatment of a wound caused by, or treated by, a surgical procedure; or
  - ☐ When required after debridement of a wound, regardless of the debridement technique.
- ☐ The surgical dressing code was billed with modifiers A1-A9
- ☐ Medical Records can be documentation from the physician, nursing home, or home care nurse and should include:
  - ☐ For initial wound evaluations, the treating practitioner's medical record, nursing home, or

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### ☐ All of the Following Criteria Are Met:

- ☐ The medical records confirm that the surgical dressings are required for one of the following reasons:

- ☐ The treatment of a wound caused by, or treated by, a surgical procedure; or
- ☐ When required after debridement of a wound, regardless of the debridement technique.

- ☐ The surgical dressing code was billed with modifiers A1-A9

### ☐ Basic Coverage Criteria above plus the following specific criteria below must be met for Collagen dressings (A6010, A6011, A6021-A6024):

- ☐ Collagen-based dressing or wound filler is covered for full thickness wounds (e.g., stage 3 or 4 ulcers) wounds with light to moderate exudate, or wounds that have stalled or have not progressed toward a healing goal.

### DOCUMENTATION CHECKLIST

home care nursing records must specify:

- ☐ The type of qualifying wound (see above), and
- ☐ Information regarding the location, number, and size with a dressing, and
- ☐ Whether the dressing is being used as a primary or noncovered use (e.g., wound cleansing), and
- ☐ Amount of drainage, and
- ☐ The type of dressing (e.g., hydrocolloid wound cover)
- ☐ The size of the dressing (if applicable), and
- ☐ The number/amount to be used at one time; and
- ☐ The frequency of dressing change; and
- ☐ Any other relevant clinical information.

Evaluation of the beneficiary's wound(s) performed:

- ☐ Documentation in the medical record which, not be done within this timeframe and what other information is needed for dressings.
- ☐ Evaluation is expected on a movement basis (i.e., nursing facility or in beneficiaries with total immobility)
- ☐ The weekly or monthly evaluation must include:
  - ☐ The type of each wound (e.g., surgical wound, p
  - ☐ Wound(s) location, Wound size (length x width)
  - ☐ Amount of drainage, and
  - ☐ Any other relevant wound status information.

Basic Coverage Criteria above plus the following specific:

- ☐ Alginate or other fiber gelting dressing covers are cover exudative full thickness wounds (e.g., stage 3 or 4 ulcers)
- ☐ Alginate or other fiber gelting dressing filters for moderate thickness wound cavities (e.g., stage 3 or 4 ulcers)
- ☐ They are not reusable and necessary on dry wounds
- ☐ Dressing change is up to once per day
- ☐ One wound cover sheet of the approximate size of the filter (1 unit = 6 inches of alginate or other fiber gelting dressing change)
- ☐ It is not appropriate to use combinations of a hydrating dressing same time as an absorptive dressing (e.g., hydrogel and alginate).

Basic Coverage Criteria above plus the following specific criteria below must be met for foam dressings (A2609 - A2615):

- ☐ Foam dressings are covered when used on full thickness wounds (e.g., stage 3 or 4 ulcers) with moderate to heavy exudate.
- ☐ They are not reusable and necessary when used with any dressing that has a non-adherent or semi-adherent layer as part of the dressing.
- ☐ Dressing change for a foam wound cover used as a primary dressing is up to 3 times per week. When a foam wound cover is used as a secondary dressing for wounds with very heavy exudate, dressing change may be up to 3 times per week.
- ☐ Dressing change for foam wound filters is up to once per day.

Basic Coverage Criteria above plus the following specific criteria below must be met for Collagen dressings (A6010, A6011, A6021-A6024):

- ☐ Collagen-based dressing or wound filler is covered for full thickness wounds (e.g., stage 3 or 4 ulcers) wounds with light to moderate exudate, or wounds that have stalled or have not progressed toward a healing goal.

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# CMS COMPLIANCE

## DOCUMENTATION

- ☒ Place of Service 12
- ☒ Up to 30 days

- ☐ Additional documentation, that may support the medical necessity of the item billed include:
  - ☐ Frequency of change;
  - ☐ Route of administration;
  - ☐ Duration of need.
- ☐ The practitioner's signature on the written order meets CMS Signature Requirements

☐ Delivery Documentation

Direct Delivery	Shipped/Mail Order Tracking Slip	Shipped/Mail Order Return Post-Paid Delivery Invoice
<div><input type="checkbox"/> Beneficiary's name</div> <div><input type="checkbox"/> Delivery address</div> <div><input type="checkbox"/> Quantity delivered</div> <div><input type="checkbox"/> A description of the item(s) being delivered. The description can be either a narrative description (e.g., lightweight wheelchair base), a HCPCS code, the long description of a HCPCS code, or a brand name/model number.</div> <div><input type="checkbox"/> Delivery date</div> <div><input type="checkbox"/> Signature of person accepting delivery</div> <div><input type="checkbox"/> Relationship to beneficiary</div>	<div><input type="checkbox"/> Shipping invoice<div><input type="checkbox"/> Beneficiary's name</div><div><input type="checkbox"/> Delivery address</div><div><input type="checkbox"/> A description of the item(s) being delivered. The description can be either a narrative description (e.g., lightweight wheelchair base), a HCPCS code, the long description of a HCPCS code, or a brand name/model number.</div><input type="checkbox"/> Quantity shipped</div> <div><input type="checkbox"/> Tracking slip<div><input type="checkbox"/> References each individual package</div><div><input type="checkbox"/> Delivery address</div><div><input type="checkbox"/> Package I.D. #number</div><div><input type="checkbox"/> Date shipped</div><div><input type="checkbox"/> Date delivered</div></div> <div><input type="checkbox"/> A common reference number (package ID #, PO #, etc.) links the invoice and tracking slip (may be handwritten on one or both forms by the supplier)</div>	<div><input type="checkbox"/> Shipping invoice<div><input type="checkbox"/> Beneficiary's name</div><div><input type="checkbox"/> Delivery address</div><div><input type="checkbox"/> A description of the item(s) being delivered. The description can be either a narrative description (e.g., lightweight wheelchair base), a HCPCS code, the long description of a HCPCS code, or a brand name/model number.</div><div><input type="checkbox"/> Quantity shipped</div><div><input type="checkbox"/> Date shipped</div><div><input type="checkbox"/> Signature of person accepting delivery</div><div><input type="checkbox"/> Relationship to beneficiary</div><div><input type="checkbox"/> Delivery date</div></div>

If your Physcian has  
DME PTAN,  
Use Encore Product and  
Billing NOW !

If Not,  
Will help Documentation,  
takes 4 - 6 weeks



DOCUMENTATION CHECKLIST

JURISDICTIONS B & C

SURGICAL DRESSINGS

REQUIRED DOCUMENTATION

☐ Standard Written Order (SWO)

☐ The SWO contains all of the following elements:

☐ Beneficiary's name or Medicare Beneficiary Identifier (MBI)

☐ Order Date

☐ General description of the item

☐ The description can be either a general description (e.g., wheelchair or hospital bed), a HCPCS code, a HCPCS code narrative, or a brand name/model number

☐ For equipment - In addition to the description of the base item, the SWO may include all concurrently ordered options, accessories or additional features that are separately billed or require an upgraded code (List each separately)

☐ For supplies - In addition to the description of the base item, the DMEPOS order/ prescription may include all concurrently ordered supplies that are separately billed (List each separately)

☐ Quantity to be dispensed, if applicable

☐ Treating Practitioner Name or NPI

☐ Treating Practitioner's signature

☐ Any changes or corrections have been initialed/signed and dated by the ordering practitioner.

☐ Additional documentation, that may support the medical necessity of the item billed include:

☐ Frequency of change;

☐ Route of administration;

☐ Duration of need.

☐ The practitioner's signature on the written order meets CMS Signature Requirements  
<https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/downloads/MM6688.pdf>

WRITTEN ORDER REMINDERS

Suppliers should not submit claims to the DME MAC prior to obtaining a standard written order.

Items billed to the DME MAC before a completed standard written order has been received must be submitted with modifier EY.

A new order is needed if a new dressing is added or if the quantity of an existing dressing to it is required every 3 months for each dressing being used.

DOCUMENTATION CHECKLIST

SURGICAL DRESSINGS

☐ Refill Request

Items Were Obtained In Person at a Retail Store

☐ Signed Delivery Slip

☐ Beneficiary's name

☐ Date

☐ List of items purchased

☐ Quantity received

☐ Signature of person receiving the items

☐ Itemized Sales Receipt

☐ Beneficiary's name

☐ Date

☐ Detailed list of items purchased

☐ Quantity received

Written Refill Request Received from the Beneficiary

☐ Name of beneficiary or authorized rep (indicate relationship)

☐ Description of each item being requested

☐ Date of request

☐ Quantity of each item beneficiary still has remaining

☐ Request was not received any sooner than 14 calendar days prior to the delivery/ shipping date

☐ Shipment/delivery occurred no sooner than 10 calendar days prior to the end of usage for the current product

Telephone Conversation Between Supplier and Beneficiary

☐ Beneficiary's name

☐ Name of person contacted (if someone other than the beneficiary include this person's relationship to the beneficiary)

☐ Description of each item being requested

☐ Date of contact

☐ Quantity of each item beneficiary still has remaining

☐ Contact was not made any sooner than 14 calendar days prior to the delivery/shipping date

☐ Shipment/delivery occurred no sooner than 10 calendar days prior to the end of usage for the current product

Delivery Documentation

Direct Delivery

☐ Beneficiary's name

☐ Delivery address

☐ Quantity delivered

☐ A description of the item(s) being delivered. The description can be either a narrative description (e.g., lightweight wheelchair base), a HCPCS code, the long description of a HCPCS code, or a brand name/model number.

☐ Delivery date

☐ Signature of person accepting delivery

☐ Relationship to beneficiary

Shipped/Mail Order Tracking Slip

☐ Shipping invoice

☐ Beneficiary's name

☐ Delivery address

☐ A description of the item(s) being delivered. The description can be either a narrative description (e.g., lightweight wheelchair base), a HCPCS code, the long description of a HCPCS code, or a brand name/model number.

☐ Quantity shipped

☐ Tracking slip

☐ References each individual package

☐ Delivery address

☐ Package ID #number

☐ Date shipped

☐ Date delivered

☐ A common reference number (package ID #, PO #, etc.) links the invoice and tracking slip (may be handwritten on one or both forms by the supplier)

Shipped/Mail Order Return Post-Paid Delivery Invoice

☐ Shipping invoice

☐ Beneficiary's name

☐ Delivery address

☐ A description of the item(s) being delivered. The description can be either a narrative description (e.g., lightweight wheelchair base), a HCPCS code, the long description of a HCPCS code, or a brand name/model number.

☐ Quantity shipped

☐ Date shipped

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All of the Following Criteria Are Met:

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☐ The treatment of a wound caused by, or treated by, a surgical procedure; or

☐ When required after debridement of a wound, regardless of the debridement technique.

☐ The surgical dressing code was billed with modifiers A1-A9

☐ Medical Records can be documentation from the physician, nursing home, or home care nurse and should include:

☐ For initial wound evaluations, the treating practitioner's medical record, nursing home, or





# LCD COMPLIANCE



Medical necessity



Correct coding



Appropriate surgical indications



Appropriate size dressings

## Surgical Dressings



### What's Changed?

- Updated improper payment rate and denial reasons for 2021 reporting period

### Affected Providers

Durable medical equipment (DME) suppliers of surgical dressings and treating practitioners who order surgical dressings.

### HCPCS & CPT Codes

[Local Coverage Determination](#) most current HCPCS and CPT

### Background

According to the [2021 Medicare Improper Payment Data](#), the improper payment rate for surgical dressings was 69.7%, with a projected improvement for 2021.

We cover surgical dressings under 1861[s][5] of the [Social Security Act](#). We outline other policies in [\(LCA\): Surgical Dressings – Policy Documentation Requirements \(A55426\)](#).

### Denial Reasons

For the 2021 reporting period, insufficient documentation accounted for 81.1% of improper payments for surgical dressings. Medical necessity (2.6%), incorrect coding (1.4%), and "other" errors (14.9%) caused other improper payments.

### Preventing Denials

#### Qualifying Wound

This Medicare coverage guidance applies to surgical dressing claims:

- We cover surgical dressings when a qualifying wound is present. We define qualifying wound as either:
  - Wound caused by, or treated by, a surgical procedure
  - After debridement of a wound, regardless of debridement technique (examples include, but aren't limited to, surgical, mechanical, chemical, or autolytic)

Eligible products classified as surgical dressings include:

- Primary dressings:** Therapeutic or protective coverings applied directly to wounds or lesions either on skin or caused by an opening to the skin.
- Secondary dressings:** Needed materials that serve a therapeutic or protective role to secure a primary dressing. Examples of secondary dressings include items like adhesive tape, roll gauze, bandages, and disposable compression material.

#### Note:

[LCD L33831](#) and [LCA A55426](#) list covered and non-covered surgical dressing types under the Medicare benefit.

Eligible products classified as surgical dressings include:

- Primary dressings:** Therapeutic or protective coverings applied directly to wounds or lesions either on skin or caused by an opening to the skin.
- Secondary dressings:** Needed materials that serve a therapeutic or protective role to secure a primary dressing. Examples of secondary dressings include items like adhesive tape, roll gauze, bandages, and disposable compression material.

## Denial Reasons

For the 2021 reporting period, insufficient documentation accounted for **81.1% of improper payments** for surgical dressings. Medical necessity (2.6%), incorrect coding (1.4%), and "other" errors (14.9%) caused other improper payments.





# HealPACK

HealPACK surgical dressings are high-quality dressings designed to enhance wound healing and improve outcomes. The dressings include collagen-based options, known for their proven ability to promote faster healing by supporting the skin's natural repair mechanisms.



Primary and secondary dressings



Proven to improve healing outcomes



Includes all necessary supplies in one convenient package

SciMedCentral

JSM Neurosurgery and Spine

Research Article

## The Use of Sterile Bovine Type 1 Hydrolyzed Collagen to Support Surgical Wound Management: A Case Series

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OPEN ACCESS

Keywords

Surgical Wound Infection, Wound Healing, Spinal Fractures, Collagen

### Abstract

**Background:** Patients undergoing spinal surgery are at risk of surgical site complications. Type 1 hydrolyzed collagen powder has been shown to aid in wound healing. **Purpose:** The objective of this case series was to evaluate the effect of using type 1 hydrolyzed collagen on the incidence of surgical site complications (infection and dehiscence) following spinal surgeries.

**Methods:** Electronic medical records were queried for patients who had previously undergone spinal surgery to correct spinal deformity or to treat spinal fractures, received type 1 hydrolyzed collagen for wound application during surgery, and who had returned for at least one follow-up visit between two and six weeks after surgery. All consecutive patients meeting these criteria were included for analysis. Pre-operative, operative, and post-operative data were collected on electronic case report forms. Surgical site infection was documented as per the Centers for Disease Control and Prevention definitions.

**Results:** Fifty-four (54) patients who met the inclusion criteria were included in the study. None of the patients that received type 1 hydrolyzed collagen powder at the time of wound closure experienced wound dehiscence or surgical site infection.

**Conclusions:** These results provide evidence that surgical site wound healing is safely supported by application of type 1 hydrolyzed collagen powder.

### INTRODUCTION

Patients undergoing spinal surgery are at risk for numerous surgical site complications including surgical site infection and wound dehiscence. Surgical site infection and wound dehiscence following spinal surgery can be devastating and have been reported to be among the most common complications leading to hospital readmission [1-3]. Surgical site infections are reported to be some of the most expensive wound complications to treat due to additional inpatient hospital days [4]. Infection of the surgical site delays patient recovery and may require reoperation, leading to increased healthcare costs [4,5]. The Centers for Medicare and Medicaid Services has used hospital-acquired conditions, inclusive of surgical site infection and wound dehiscence, as a patient safety indicator with potential reimbursement implications. Wound care products to diminish or eliminate the burden of surgical site infections and wound dehiscence are a necessity.

In vitro laboratory data point to the possibility that type 1 hydrolyzed collagen for wound repair benefits wound healing at a biochemical level [6]. Type 1 hydrolyzed collagen powder is hypothesized to have an advantage over native collagen products by functioning as signaling molecules directly upon application without requiring further enzymatic breakdown [7]. Collagen also impacts the tensile strength of skin [8]. Type 1 collagen

fibrils cross-link and aggregate into large fibers, improving the tensile strength of incisional wounds because the fibers bind to cell-membrane proteins across the wound interface. Type 1 hydrolyzed collagen adhesive properties providing a mechanical

Type 1 hydrolyzed collagen powder has been used in a retrospective case series of type 1 hydrolyzed collagen for spinal surgeries on specifically surgical

### METHODS AND

Fifty-four (54) patients were included in the study. None of the patients that received type 1 hydrolyzed collagen powder at the time of wound closure experienced wound dehiscence or surgical site infection.

**RESULTS:** The use of bovine collagen matrix provided more rapid wound healing than traditional second intention healing at all anatomic sites studied. The time to complete healing averaged 6.1 weeks with bovine collagen matrix versus 9.4 weeks for the control group. Use of bovine collagen matrix required an average of 3.0 dressing changes weekly compared to 7.0 changes weekly in the control group. There were no wound infections or allergic reactions to it.

**CONCLUSIONS:** A Type 1 bovine collagen matrix provided a safe, readily available alternative to traditional methods of second intention healing. It minimized wound care while reducing the time for complete healing. A larger study should be performed to confirm the results of this pilot study.

## Use of a Lyophilized Bovine Collagen Matrix in Postoperative Wound Healing

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**BACKGROUND:** Immediate reconstruction is the preferred approach to the management of defects following Mohs micrographic surgery. In a minority of patients, however, reconstruction is contraindicated, and a long-term biological dressing that stimulates wound healing and minimizes wound care is desirable. **OBJECTIVE:** We wanted to assess the utility of a lyophilized, type 1 bovine collagen matrix (SkinTemp) in wound care and wound healing following Mohs micrographic surgery.

**METHODS:** Fifteen patients were treated with a bovine collagen matrix following Mohs micrographic surgery. Study wounds were evaluated for time to complete granulation, time to complete epithelialization, and adverse reactions including infection and allergy. The time to complete healing (granulation and epithelialization) for this group was compared to 15 size- and site-matched surgical defects.

**RESULTS:** The use of bovine collagen matrix provided more rapid wound healing than traditional second intention healing at all anatomic sites studied. The time to complete healing averaged 6.1 weeks with bovine collagen matrix versus 9.4 weeks for the control group. Use of bovine collagen matrix required an average of 3.0 dressing changes weekly compared to 7.0 changes weekly in the control group. There were no wound infections or allergic reactions to it.

**CONCLUSIONS:** A Type 1 bovine collagen matrix provided a safe, readily available alternative to traditional methods of second intention healing. It minimized wound care while reducing the time for complete healing. A larger study should be performed to confirm the results of this pilot study.

**MOST SURGICAL DEFECTS** created following Mohs or conventional excisional surgery are easily reapproximated with sutures,<sup>1,2</sup> however, there are a minority of surgical wounds that are best managed by second intention healing.<sup>3</sup> Although second intention healing may result in excellent final results, healing is often protracted and requires daily wound care by the patient or caregiver. The clinical challenge in these patients is to develop an ideal biological dressing that is readily available and inexpensive, speeds healing, and minimizes wound care.

Previous efforts to meet this challenge have resulted in porcine xenografts,<sup>4</sup> human cadaveric allografts,<sup>5</sup> a variety of keratinocyte preparations,<sup>6</sup> and bovine collagen/allogeneic keratinocyte bilayers.<sup>7</sup> We report our experience using a lyophilized, cross-linked matrix of Type 1 bovine collagen (SkinTemp, Bioscore, Inc., Topoka, KS) in wound healing following Mohs micrographic surgery.

### Materials and Methods

During 1995, 15 patients with surgical defects that were created following Mohs micrographic surgery for basal cell or squamous cell carcinoma were enrolled in a clinical trial of a Type 1 bovine collagen matrix, used as an aid to postoperative wound healing. After complete tumor extirpation using the Mohs fresh-tissue technique, all immediate reconstructive options were considered. If both the surgeon and the patient thought that healing by second intention was the best approach, then, and only then, was the patient offered enrollment in this clinical trial. Exclusion criteria included a history of collagen vascular disease, known allergy to bovine products, or immunosuppression, including immunosuppressive therapy.

All surgical wounds were measured in 3 dimensions and photographed on day zero. SkinTemp was cut to fit the surgical defect, hydrated with 0.9% saline, and placed in the wound (Figure 1). The collagen matrix was then covered with antibiotic ointment, a non-adherent dressing, and paper tape. Patients were instructed to change the collagen matrix as needed, based on wound drainage and/or liquefaction and absorption of the product from the wound bed. All patients were given a diary, in which they recorded all dressing changes. Patients were seen at 1-week intervals until complete healing had occurred. All defects were photographed and measured in 3 dimensions at each patient visit, and surgical wounds were assessed for evidence of wound infection and/or allergic reactions to the collagen matrix.

Presented at the American Society of Dermatologic Surgery, Hilton Head, South Carolina, May, 1995.

This study was supported by a grant from Bioscore, Inc. (Topoka, KS).

Address correspondence and reprint requests to David J. Leffell, MD, Department of Dermatology, Yale University School of Medicine, P.O. Box 208059, New Haven, CT 06520-8059.

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## PRIMARY DRESSINGS

### Collagen Dressing

Backed by research, collagen is proven to promote faster healing by providing a scaffold for new tissue growth. These flexible, breathable, and durable membranes are designed for fluid control, promoting ease of application and enhanced healing.

### Collagen Powder

High-surface-area collagen particles penetrate wounds effectively, facilitating cell proliferation and wound closure. Studies show collagen powders enhance tissue regeneration and reduce healing time, especially in chronic wounds.

*Indications: Post-surgery sites, post-operative wounds, diabetic ulcers, pressure ulcers, venous ulcers and lacerations.*

## HealPACK PRODUCTS

## INCLUSIVE SECONDARY DRESSINGS

### Silicone Plus Dressing

Absorbent, shower proof silicone border that gently protects wounds, prevents bacterial contamination, and reduces maceration.

### Adhesive Island Dressing

Soft, non-adherent layer with a gentle adhesive border to hold the pad in place. Absorbs exudate and features a water-resistant backing to protect wounds from external contaminants.



# PATIENT OUTCOMES

HealPACK is designed to improve patient outcomes by providing advanced, physician-prescribed dressings eliminating uncertainty of care. This easy-to-use system enhances compliance and accelerates healing.



## STREAMLINED

All post-surgical supplies for use after initial dressings ordered by physician.

## EASY TO USE

Eliminates uncertainty over continued care & confusion over which products to purchase.

## CONVENIENT

No additional trips to the pharmacy for supplies – up to one month supply of all necessary items included.

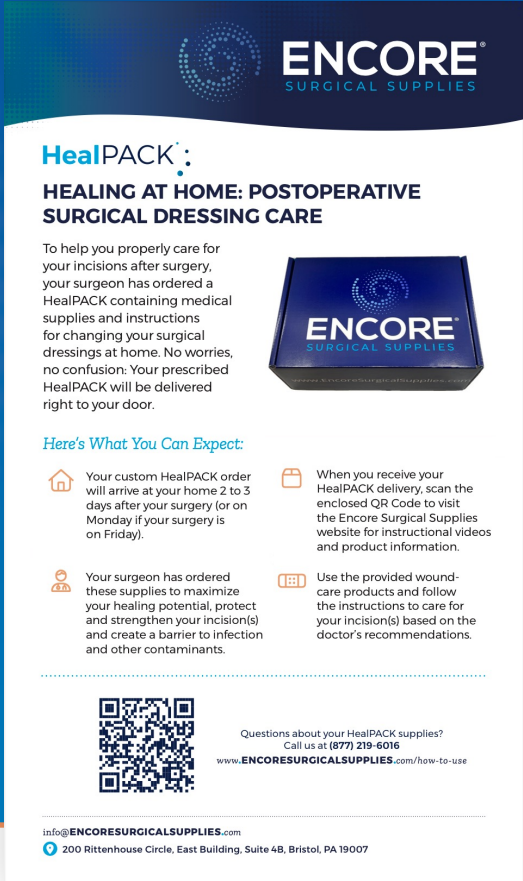
## COMPLIANT

Deliver prescribed products directly to your patients, boosting patient compliance.





# PATIENT EXPERIENCE



## PATIENT HANDOUT

Patient receives an educational flyer, detailing the benefits of HealPACK and clear instructions on what to expect.



## NEXT DAY

A supply of customized HealPACK dressings is conveniently delivered to their doorstep the next morning.



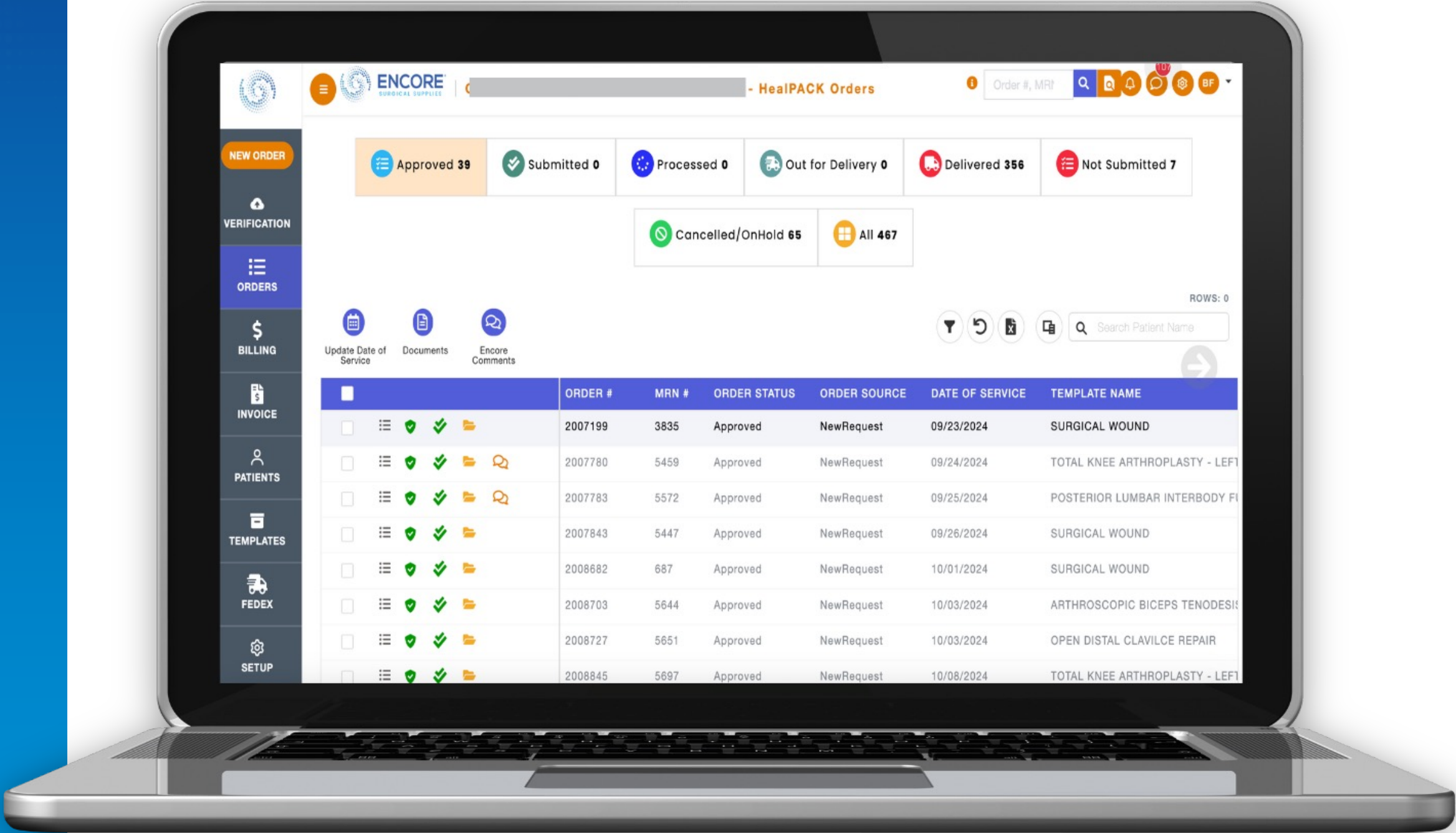
## ONGOING CARE

Patient follows easy, step-by-step instructional videos to apply and change their dressings, ensuring proper wound care and faster recovery.



# PARTNER PORTAL

- ✓ CMS Safeguards
- ✓ HIPAA Compliant
- ✓ Role Configuration Security
- ✓ Role Hierarchy
- ✓ Access Control
- ✓ Reconciliation





# 3-STEP PROCESS

Verification

Orders

Billing

 New Request 0

 Data Entry 0

 Client Alerts 10

 Pending IVR 15

 Denied 81

 All 106

ENCORE  
SURGICAL SUPPLIES

New

Date of Service

Add Insurance Verification Request – HealPACK

Client Provider Portal\*

Dr.

Template\*

Select...

Date Of Service\*

MM/DD/YYYY

Comments

Upload Facesheet\*

SELECT A FILE

or Drop a file here

Upload Supporting Documents

Clinical Notes

SELECT A FILE

UPLOAD

CANCEL

100



# 3-STEP PROCESS

Verification

Orders

Billing

Approved 39

Submitted 0

Processed 0

Out for Delivery 0

Delivered 356

Not Submitted 7

Edit Order # 2007780

Client Provider Portal\*

Ordering Provider\*

Patient\*

Template\*

TOTAL KNEE ARTHROPLASTY - ...

Date Of Service\*

09/24/2024

Clinical Documentation Note

Wound Care Indications Discussed

Expected Outcomes Discussed

Precautions Discussed

Prevention of Complications Discussed

SURGICAL WOUND 1

ADD DOCUMENTATION

LOCATION

Site\*

Knee - Left

Proximal/Distal

Select

Inferior/Superior

Select

Dorsal/Plantar

Select

Anterior/Posterior

Select

Medial/Lateral

Select

Diagnosis Codes\*

M17.12

MEASUREMENTS

Length (cm)\*

18

Width (cm)\*

1

Depth (cm)\*

1

Depth Exposure\*

Full Thickness

Tunneling\*

No

Undermining\*

No

CHARACTERISTICS

Exudate\*

Serosanguinou

Exudate Amount\*

Moderate

Eschar\*

Not Present

Odor\*

None

Erythema\*

Not Present

Surrounding Skin\*

Unremarkable

Temperature\*

WNL

Edema\*

Not Present

Pain\*

No

Cellulitis\*

Not Present

ADD ANCILLARY PRODUCT

FACE SHEET

PRIMARY

SECONDARY

DOCUMENTS

COMMENTS

CLEAR

SAVE & CLOSE

PREVIEW

SUBMIT

CLOSE

ENCORE


SURGICAL SUPPLIES

# 3-STEP PROCESS

Verification

Orders

Billing



NEW ORDER

VERIFICATION

ORDERS

BILLING



INVOICE

PATIENTS

TEMPLATES




FEDEX


SETUP


 **ENCORE**  
SURGICAL SUPPLIES


- Billing


Order #, MRI





 Billing Alerts **29**


 Ready To Bill **27**


 Billed **3**


 Collection **128**


 Denied **0**


 Partial Paid **1**


 All **327**


 Billing Review


 Print Medical Necessity





 Download Medical Necessity


 Print CMS 1500





































 Change Status to Billed

 Documents

 Encore Comments



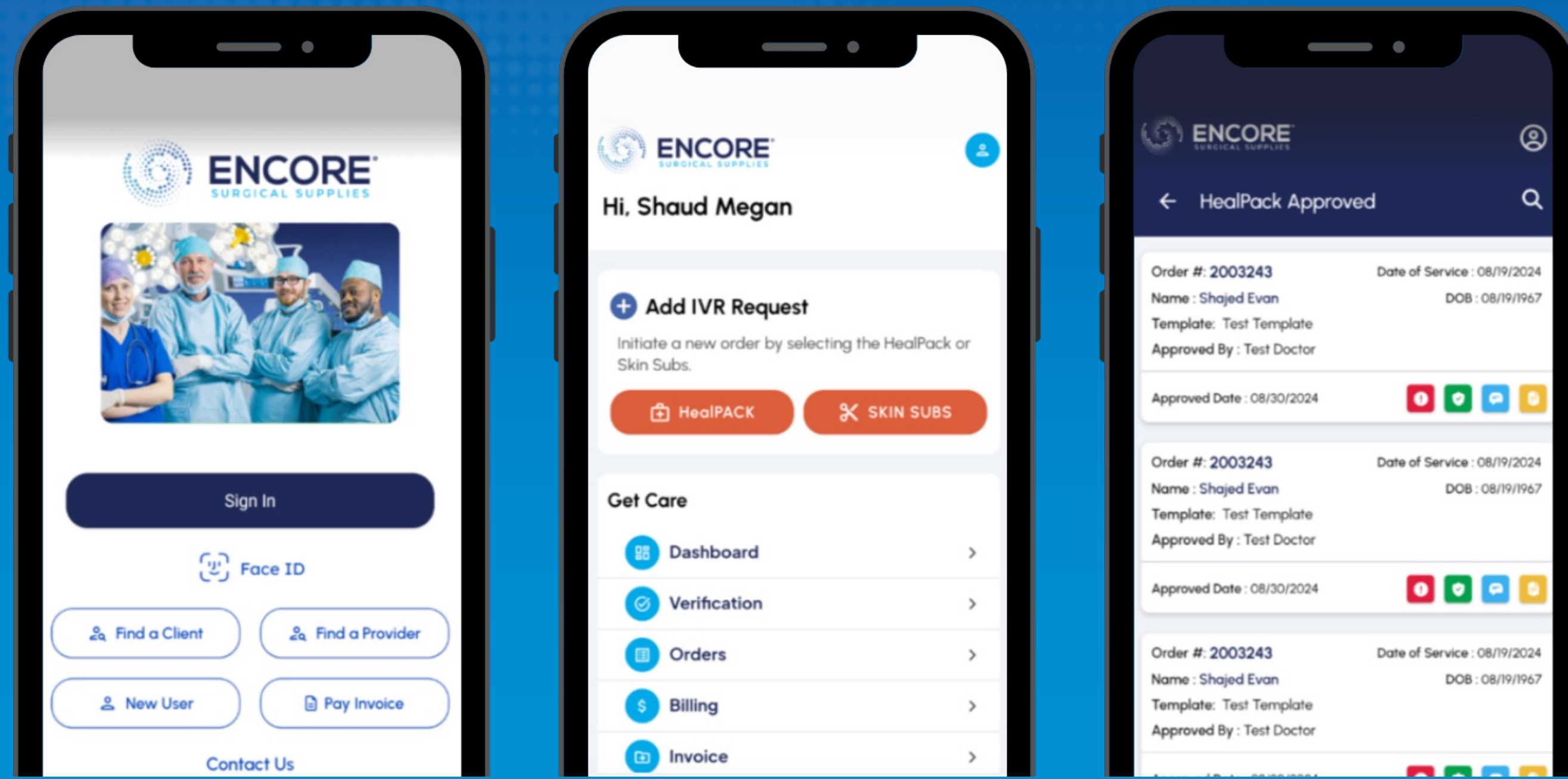
 Search D

	ORDER #	ORDER TYPE	DATE OF SERVICE	SHIPPED DATE	DELIVERED DATE	FOLLOWUP DATE	TOTAL UN
<input type="checkbox"/>    	2003784	HealPACK	07/31/2024	08/01/2024	08/02/2024 07:47:00 AM		
<input type="checkbox"/>    	2007193	HealPACK	09/17/2024	09/18/2024	09/19/2024 09:19:00 AM		
<input type="checkbox"/>    	2007774	HealPACK	09/23/2024	09/24/2024	09/25/2024 11:25:00 AM		
<input type="checkbox"/>    	2006825	HealPACK	09/27/2024	09/28/2024	09/30/2024 08:46:00 AM		
<input type="checkbox"/>    	2008704	HealPACK	10/03/2024	10/04/2024	10/05/2024 11:30:00 AM		
<input type="checkbox"/>    	2008707	HealPACK	10/03/2024	10/04/2024	10/05/2024 09:41:00 AM		
<input type="checkbox"/>    	2008729	HealPACK	10/03/2024	10/04/2024	10/05/2024 11:40:00 AM		
<input type="checkbox"/>    	2008730	HealPACK	10/03/2024	10/04/2024	10/05/2024 11:34:00 AM		
<input type="checkbox"/>    	2008731	HealPACK	10/03/2024	10/04/2024	10/05/2024 09:25:00 AM		





# Convenient Access & Alerts



# STREAMLINED WORKFLOW

The process of ordering, shipping, and delivering HealPACK dressings is designed with **CMS compliance** built in. It includes verification of eligibility, proper documentation, and real-time tracking to ensure that each step **meets regulatory standards**, minimizing denials and maximizing efficiency.

01

## Patient Verification

Practice uploads Face Sheet. Eligibility, verification & prior authorization conducted by Encore team.

02

## Order Placed

Practice submits order based upon medical necessity.

03

## Dressings Ship

Encore Warehouse ships up to a 30-day supply of product.

04

## Delivery Confirmation

Carrier scans products at patient's home to confirm delivery.

05

## Automatic Alerts

Immediate proof of delivery is tracked in the Partner Portal and the Practice is alerted.

06


## Claim Submission

Practice submits the claim. Encore team provides billing assistance.



# PROCEDURE EXAMPLE

Fee Schedule		
Product Description Unit	2025 Reimbursement	Encore Price
Collagen Powder 1g	\$ 43.27	\$ 15.00
Collagen Dressing 1"x1"	\$ 29.38	\$ 13.50
Collagen Dressing 2"x2"	\$ 29.38	\$ 12.00
Collagen Dressing 7"x7"	\$ 265.90	\$ 120.00
Collagen Dressing 5"x10"	\$ 265.90	\$ 120.00

<div><div>ENCORE SURGICAL SUPPLIES</div></div> <div>Sample Workbook</div>							
Wound Size	Number of Incisions	Products	Days	Total Reimbursement	Encore Invoice	Net	
						w/ secondary	w/ Medicare
Small Wound (Stalled Wound)	1	Collagen Powder 1g	30	\$ 1,298.10	\$ 450.00	\$ 848.10	\$ 588.48
Large Incision (Total Knee, Total Hip, Total Shoulder)	1	Collagen Dressing 7"x7"	21	\$ 5,583.90	\$ 2,520.00	\$ 3,063.90	\$ 1,947.12
Multiple Small Incisions (RCR, Arthroscopic Knee)	4	Collagen Dressing 1"x1"	14	\$ 1,645.28	\$ 756.00	\$ 889.28	\$ 560.22

# ABOUT ENCORE

Encore Surgical Supplies was born from the experience gained at Encore Wound Care, Ohio's largest wound care provider. Treating thousands of wounds weekly across multiple states, Encore identified the need to **raise the industry standard** for wound care products and processes.

Driven by a passion for improving lives, Encore Surgical Supplies delivers innovative solutions that **empower physicians and enhance patient outcomes**. Backed by Novo Health Care Services' proprietary software, including Wound Tracker and advanced billing systems, Encore ensures seamless workflows, compliance, and tailored support.

We're here to set a new standard in care—**one solution at a time**.



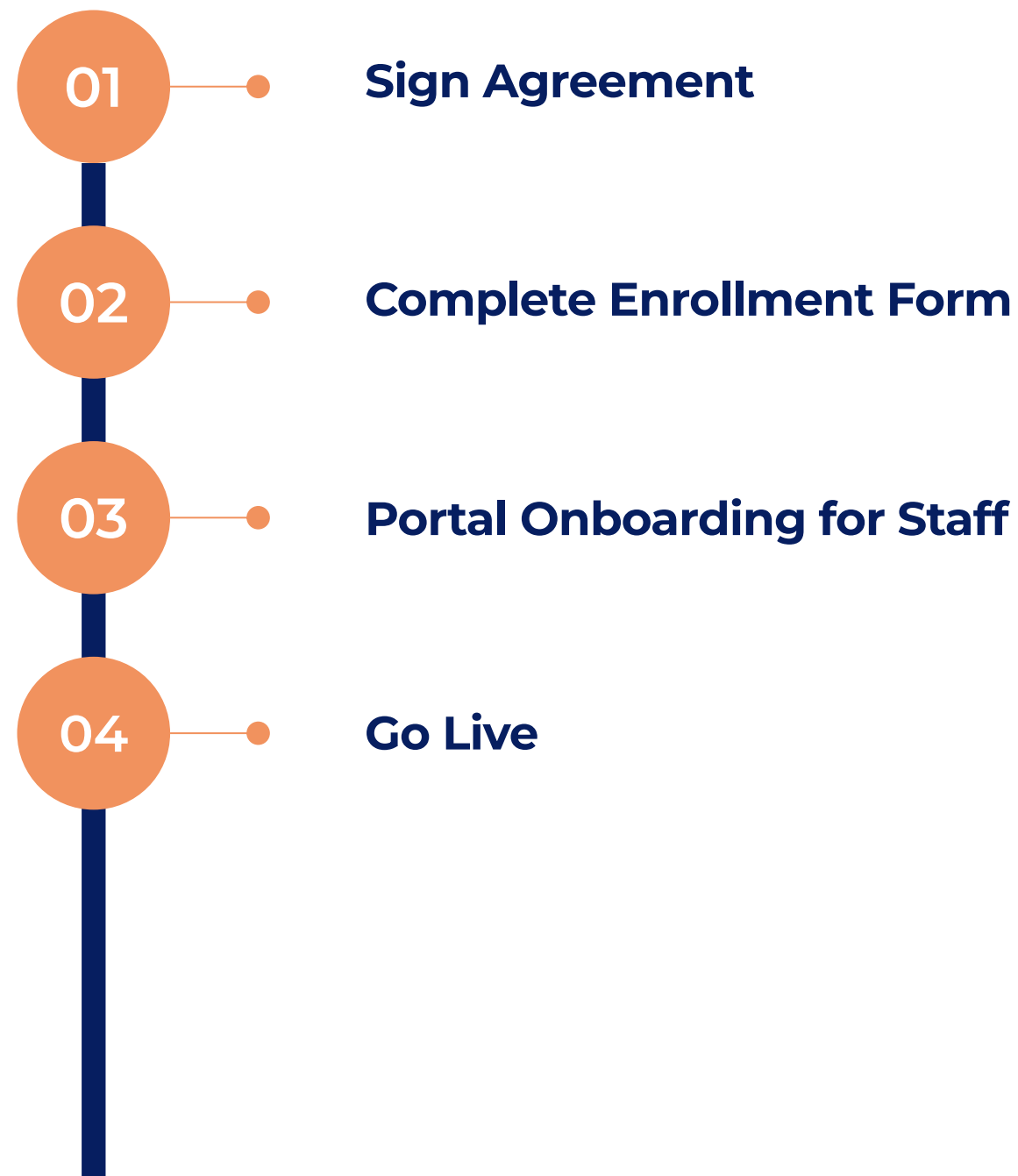
**Patient Focused. Partnership Driven.**



# PARTNER WITH ENCORE



Getting Started as an Encore Partner is a simple and streamlined process designed to set your practice up for success.



## PARTNER BENEFITS

**24/7**  
SUPPORT

**TURNKEY**  
SOLUTION



**ENCORE**  
SURGICAL SUPPLIES

# THANK YOU



**Kelvin Kim**

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