

Thank you for choosing LiveFree Medical to provide your wound care supplies! We look forward to working with you and your wound care provider to make sure you have the dressings you need at home.

LiveFree Medical is accredited and licensed to dispense wound care supplies as prescribed by your provider. We will submit claims for your supplies on your behalf to Medicare, Commercial Insurance, or Medicaid. Our insurance specialists will make every effort to minimize or eliminate any out of pocket responsibility. No payment is due at this time, however, if you have any questions about your potential out-of-pocket cost or insurance coverage, please reach out to us at (888) 783-0605.

Included in this welcome packet is your Patient Bill of Rights and DMEPOS Supplier Standards. Should you have any questions, concerns, or complaints regarding our service please do not hesitate to contact us. Our office is open Monday-Thursday 8:30AM-4PM, except for major holidays. All messages left outside of operating hours will be returned the following business day.

Please review the contents of your shipment and let us know if you have questions or notice any discrepancies. If you have any clinical questions regarding your wound, or if you need further education on how to apply your dressings, please contact your doctor and notify LiveFree Medical.

LiveFree Medical accepts returns within 15 days of shipment. Should your needs change or you no longer need supplies, please contact us so that we may arrange for product pickup and adjust charges accordingly.

If you begin to run low on your dressings, you can call us to request a refill! Our customer service team will work with your ordering provider to make sure a refill is medically necessary and reasonable, and obtain any necessary documentation for insurance coverage.

All of us at LiveFree are committed to helping you in the healing process. To avoid any unnecessary out of pocket costs, we ask that you review all information in this welcome packet, and sign and return all forms at your earliest convenience.

Thank you again for the opportunity to serve you.
LiveFree Medical, LLC