

October 14, 2008

Re: Providing Access to CPR+ to an Outsourced Billing & Collection or Consulting Service

Dear **CPR+** Customer,

The purpose of this letter is to explain our position on a serious topic: customers' giving access to **CPR+** to our direct software competitors. Occasionally, **CPR+** customers choose to use outsourced billing companies and provide access to their **CPR+** system for billing. For many years, we have assisted customers with recommendations for outsource billing companies and have even provided support directly to our customers' billing service. We still intend to do so.

However, one billing company, Healthcare Automation, is also a directly competing software company. While we have no problem with any customer using Healthcare Automation for their billing services, we cannot reasonably allow Healthcare Automation to have access to our customers' **CPR+** system. We welcome the spirit of fair competition as we continue to improve **CPR+** to be the best product in the marketplace, but we simply cannot turn over the results of our efforts to our competitors. Just as our customers take reasonable steps to maintain the confidentiality of their business information and charge us with the obligation to do the same, we believe that our expectation of our customers to take efforts to limit access to **CPR+** are reasonable. That expectation is, in fact, embodied in the terms of our **CPR+** License Agreement with our customers. We are sending this letter to all customers to insure that every customer is aware of that requirement under our **CPR+** license.

For customers that choose to outsource billing, there are many great options. We work very closely with the best billing and collections experts in the IV / HME industries. They include:

- **Reimbursement Concepts – 304-723-7188**
- **Accounts Receivable Solutions, LLC – 615-353-5937**
- **PRI - Professional Reimbursement, Inc. – 800-774-0899**
- **Bargmann Management – 330-645-8200**
- **Medical Financial Resources – 304-842-1855**

If you would like to discuss this further, do not hesitate to contact either of us directly at 866-277-4876.

Thanks for being our Customer,



Jeff Johnston & Stuart Crane
Co-Owners
D.H.S.
www.cprplus.com

Over 1250 Satisfied Customers Since 1993