R.J. HEDGES & ASSOCIATES

ATRIUM 24

FREQUENTLY ASKED QUESTIONS

R.J. HEDGES & ASSOCIATES COMPLIANCE SOLUTIONS

Getting Started

What happens after I submit my information?

Once we receive your information through our online form, you'll be prompted to schedule a discovery call at a time that works best for you.

You can view availability and schedule a meeting online at https://rjhedges.com/meetings/allyson-hess/atrium-scheduler. If you don't see a time that fits your schedule, please contact us at allyson@rjhedges.com and we'll be happy to coordinate a convenient appointment for you.

During the call, our team will review your current compliance position, discuss your goals, and determine how we can best support your pharmacy or facility.

What do you need from me to get started?

Initially, all we need is a brief discovery conversation.

We understand how busy pharmacy owners and managers are and this first step allows us to better understand your operation, answer questions, and ensure we are the right fit for your needs before moving forward.

What does onboarding look like?

Onboarding is completed through a structured questionnaire designed to help us fully customize your compliance program.

We recommend setting aside approximately two hours if you plan to complete the questionnaire in one sitting.

You will be asked to provide items such as:

- Basic store and corporate information
- Licenses, insurance documentation, and surety bond information (if applicable)
- Employee and operational details

This information allows us to tailor your policies, procedures, and supporting materials specifically to your business.

Compliance Solutions

What services does R.J. Hedges & Associates offer?

We offer a wide variety of compliance and operational support solutions, including:

- Pharmacy Compliance
- DMEPOS Compliance
- Compounding Compliance
- HIPAA
- DEA Compliance
- Fraud, Waste & Abuse (FWA)
- OSHA
- HR & Personnel Documentation
- Hazardous Drugs (HD)
- Immunization Programs
- Long Term Care at Home (LTC@Home)

Programs may be purchased individually or bundled together depending on your organization's needs.

Is your program customized or templated?

Everything we provide is customized to your business.

Your onboarding questionnaire helps us customize specifically to your store, services, workflow, and operational structure.

As your business evolves, we can continue updating your program to reflect operational changes such as staffing adjustments, expanded services, ownership updates, and regulatory changes.

How do you keep clients updated on regulatory changes?

We continuously monitor regulatory updates impacting independent pharmacies and healthcare providers.

Clients receive:

- Monthly compliance newsletters
- Regulatory alerts and bulletins
- Updated forms and supporting documents
- Ongoing portal updates when requirements change

If a significant industry or regulatory change occurs, our team will communicate additional guidance to help clients stay informed and prepared.

Medicare & Accreditation

Do you handle Medicare applications such as 855S and 855B enrollments?

Yes. We assist with both CMS-855S and CMS-855B applications and guide clients throughout the enrollment process.

Our team helps:

- Prepare and submit applications
- Monitor progress and requests
- Coordinate required documentation
- Prepare clients for Medicare site inspections

If accreditation is required, we also help clients prepare for surveys with organizations such as ACHC and BOC.

Can I complete compliance or Medicare applications on my own?

Absolutely—but many clients quickly discover how time-consuming and overwhelming the process can become.

Regulatory requirements are constantly evolving, and even small mistakes can create delays, deficiencies, or additional scrutiny.

Our goal is to simplify the process, reduce stress, and help clients avoid costly errors while allowing them to stay focused on patient care and daily operations.

Timeline & Expectations

How long does the process take?

Most standalone services and Medicare application projects can typically be completed within 1–2 business days once all required documentation and questionnaires are received.

Customized Compliance Bundles generally take approximately 2–3 weeks to fully customize, finalize, and prepare for delivery.

While we can prepare Medicare applications quickly, Medicare review and approval timelines are outside of our control and may take approximately 3–4 months, though some applications move faster.

Accreditation timelines depend heavily on facility readiness. Most Accreditation Organizations (AOs) attempt to conduct onsite surveys within approximately 60 days of application submission.

How do we avoid delays?

Clients work closely with an Integration Specialist during onboarding.

Our team reviews submitted information for completeness and accuracy and will contact you if additional information or corrections are needed.

We also provide reminders and guidance throughout the process to help keep projects moving efficiently.

What causes delays?

The most common causes of delays include:

- Missing documentation
- Incomplete questionnaires
- Incorrect or inconsistent information
- Delayed responses to requests for clarification

Your Role During Onboarding

What am I responsible for during onboarding?

Your primary responsibility is completing the onboarding questionnaire thoroughly, providing requested documentation, and ensuring submitted information is accurate and up to date.

Timely communication and responses help keep projects on schedule and reduce delays.

What happens if I fall behind on compliance?

We understand that compliance can sometimes become overwhelming, especially during staffing shortages or operational challenges.

Clients can always revisit previous Monthly Task Lists and work through missed items as needed.

If you fall behind, simply contact our team. We will review your current status, identify priorities, and help guide you forward. In some situations, updated questionnaires or additional updates may be recommended to ensure your program remains accurate and current.

How do I train my staff?

We provide implementation guidance, onboarding support, and access to our eLearning Center depending on the services purchased.

Your Project Manager will walk through the onboarding process with you and help guide implementation expectations.

We typically recommend designating one or two team members to oversee compliance coordination internally and help communicate processes to the rest of the staff.

Staff should understand:

- Where compliance binders are located (if included)
- How to access the Compliance Portal
- Who to contact if an inspection occurs
- How to locate required documentation quickly

We also provide Monthly Task Lists to help pharmacies maintain compliance throughout the year in a manageable, ongoing format.

Inspections & Ongoing Support

Do you help with inspections?

Yes.

If you receive notice of a scheduled inspection— or experience a surprise onsite visit— we encourage you to contact your Project Manager immediately.

We provide:

- Inspection preparation guidance
- Cross-reference checklists
- Assistance communicating with
- inspectors
  Support with follow-up items and corrective action plans

Our goal is to help clients feel prepared and supported throughout the inspection process.

How do I contact your team?

Each client is assigned a dedicated Project Manager who serves as their primary point of contact.

Clients can contact our team through:

- Email
- Phone
- Support tickets submitted through the Compliance Portal

What Makes R.J. Hedges & Associates Different?

Why do pharmacies choose R.J. Hedges & Associates?

Many pharmacies come to us after:
- Trying to manage compliance internally and becoming overwhelmed
- Delaying compliance until an urgent situation arises
- Receiving inspection notices or deadlines that require immediate attention

One of the biggest misconceptions in healthcare compliance is that these processes are simple or "one-size-fits-all." In reality, even small oversights can create significant operational and financial consequences.

At R.J. Hedges & Associates, we take a proactive, hands-on approach focused on helping clients stay ahead of regulatory requirements—not simply react to problems after they occur.

Our team works closely with clients to provide practical guidance, customized solutions, and ongoing support designed specifically for independent pharmacies and healthcare providers.